Last updated on 21 September 2026

Guide to your Gojek Driver app



gojek

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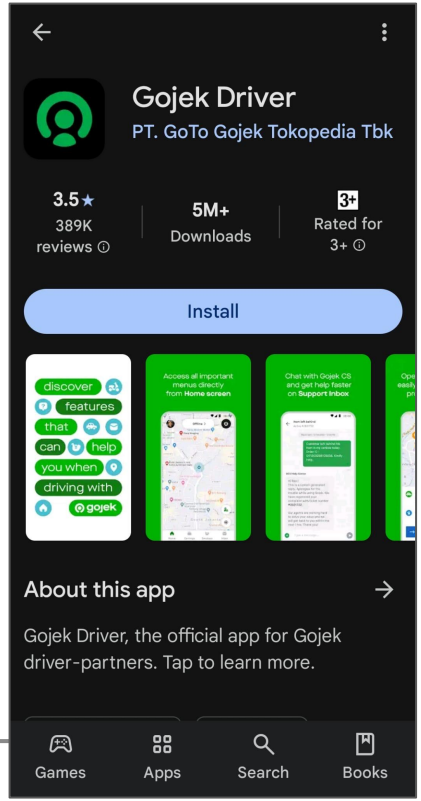
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Know your app

Downloading the app

Search for **Gojek Driver** on Google Play Store / App Store and install the app.

For GoCar & GoTaxi

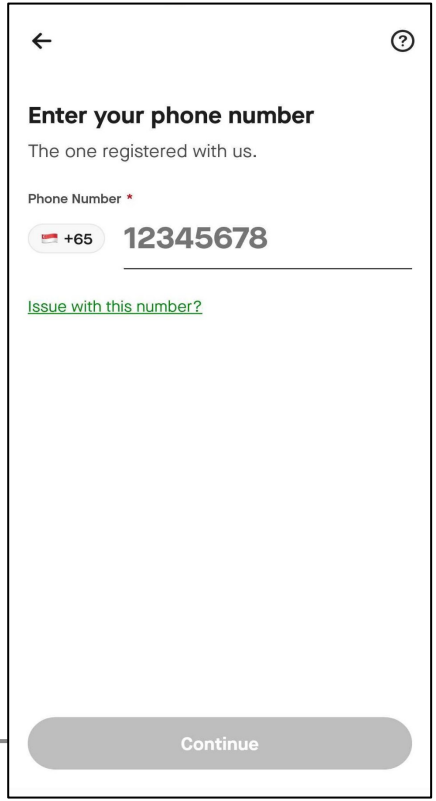


Logging in

Use the phone number registered with Gojek to log in.

You won't need a password, but a One-Time Pin (OTP) will be sent to you!

For GoCar & GoTaxi

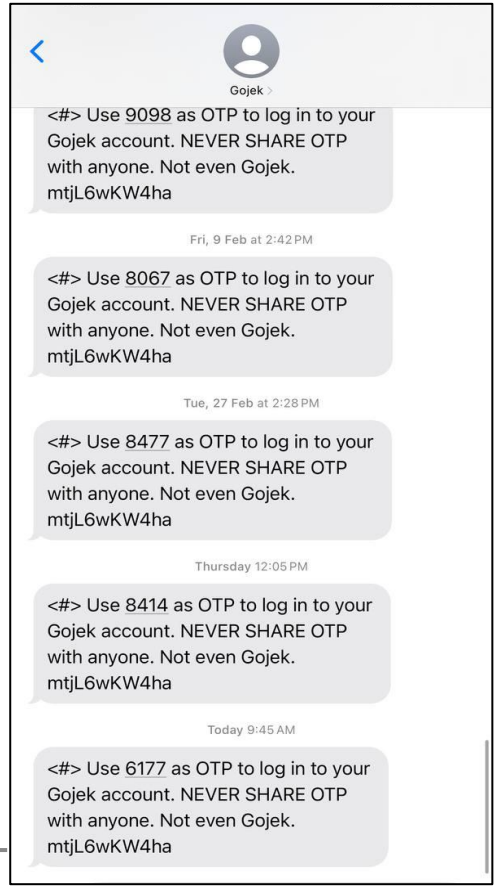


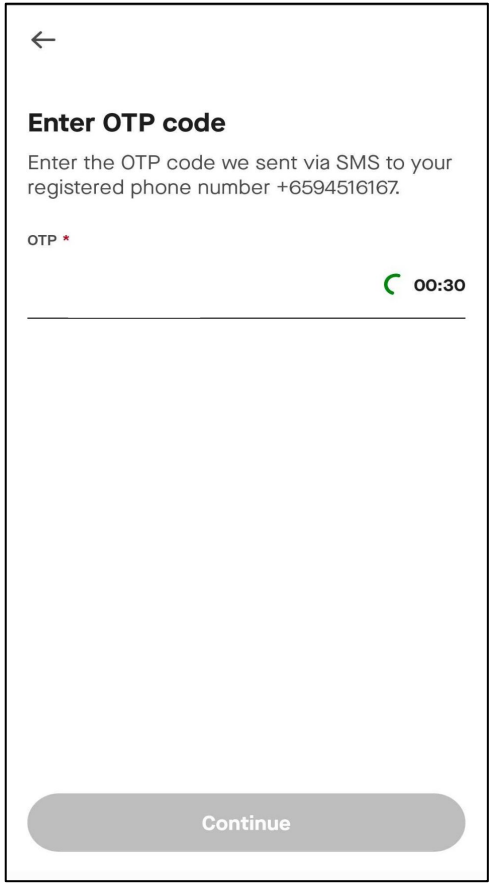
Enter one-time password (OTP)

Check your SMS. You should receive a message containing a **4-digit OTP**.

The OTP will be automatically entered on the app. You can enter OTP manually if it is not automatically entered.

For GoCar & GoTaxi





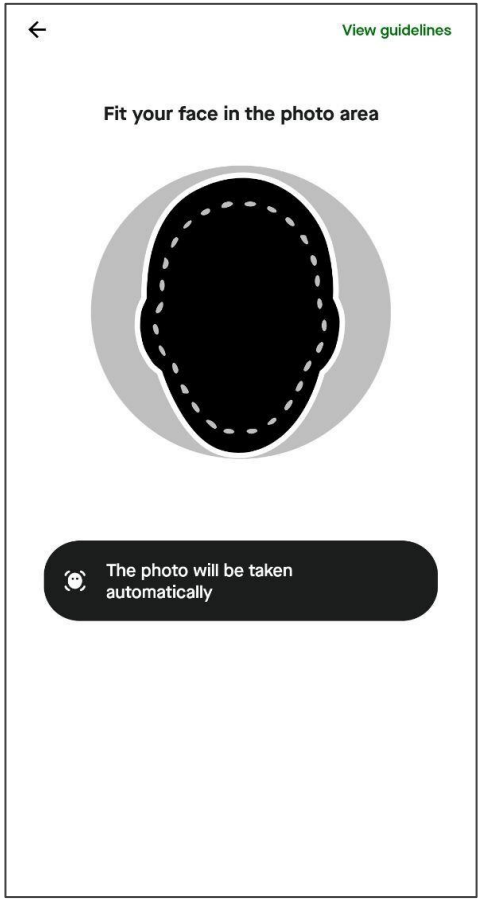
Facial recognition

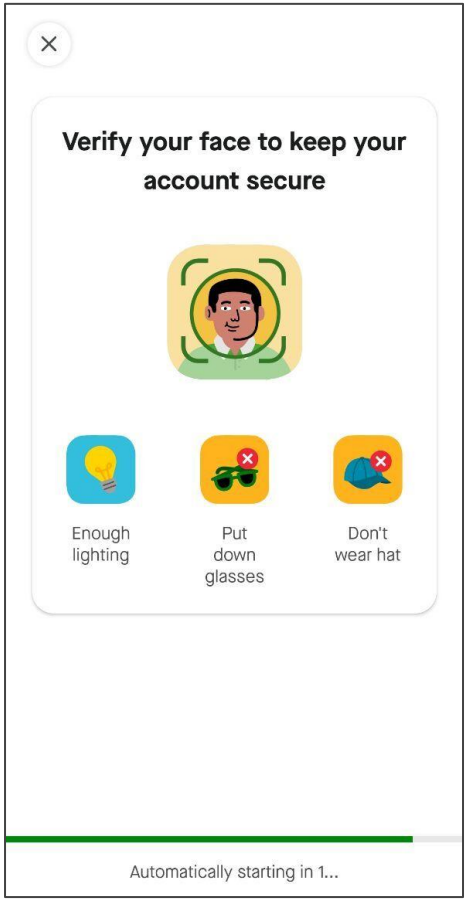
Position your face within the frame. Make sure that your face is **centred, well-lit, clearly visible, and facing the camera directly**.

Remove any items that might block it, such as **glasses or hats**.

The system will take a few seconds to detect and analyze your facial features.

Do note that facial recognition is required daily.



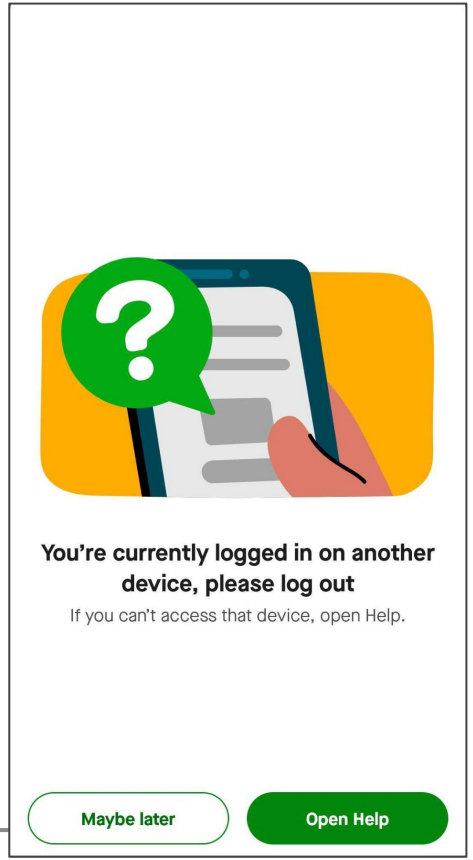


Logging in to another device

Use your number registered with Gojek to log in. You will see a pop-up with the message **You're currently logged in on another device, please log out**

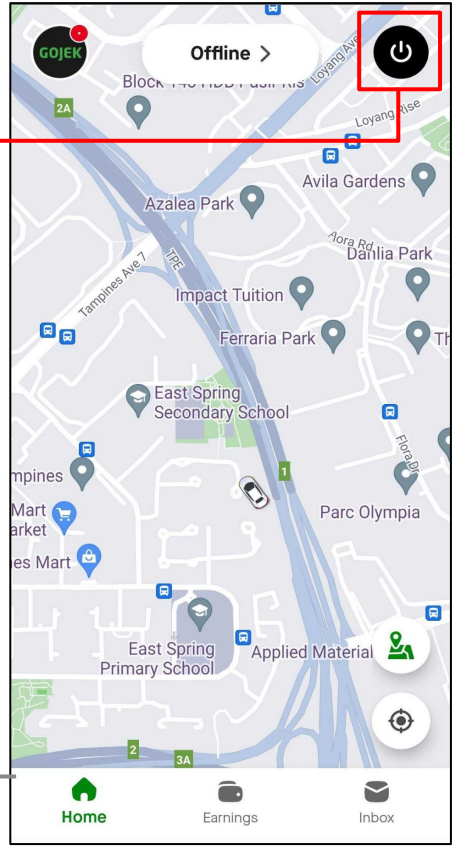
1. Log out on previous devices,
2. Tap on Open Help to view basic troubleshooting steps OR
3. Submit a ticket to us by attaching a screenshot of your login screen and email to drivercare.sg@gojek.com with email subject "I cannot log in to my account"

For GoCar & GoTaxi



Going online

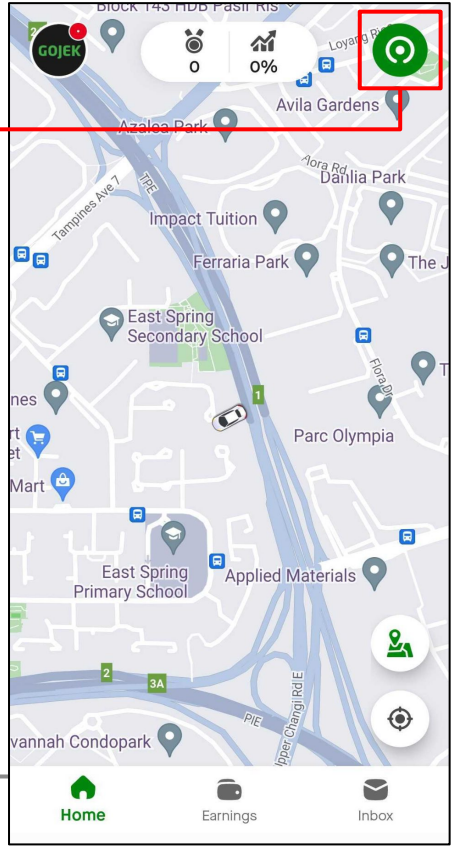
Ready to accept trip requests? Tap on the **black ON button** on the top right-hand corner to go online.



For GoCar & GoTaxi

Going offline

Need a break? Simply tap on the **green OFF button** on the top right-hand corner to go offline.



For GoCar & GoTaxi

Better demand predictions with Points of Interest

What are Points of Interests (POI)?

Points of Interests are high demand locations near your current location.

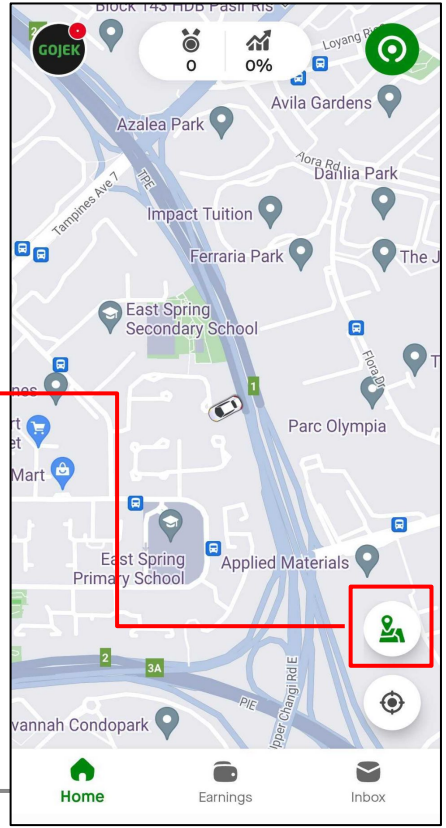
The higher the score of your POI, the more likely you'll receive an order in that location.

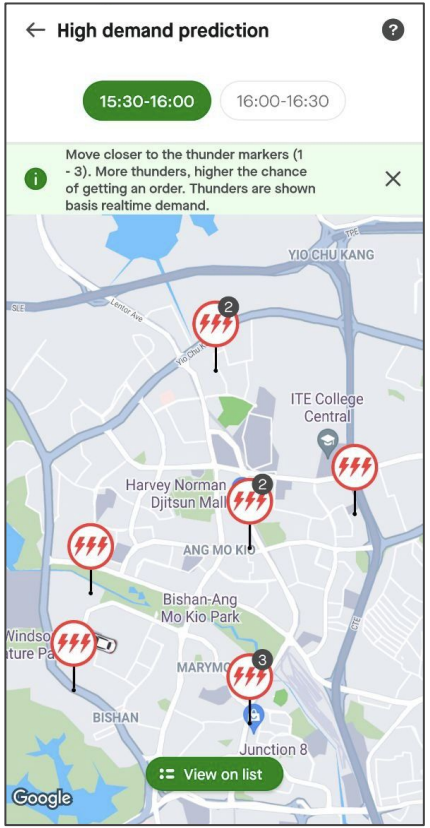
Moving to these POIs will help you receive orders faster.

💡 Note that this is not a guarantee of receiving an order.

Tap here

For GoCar





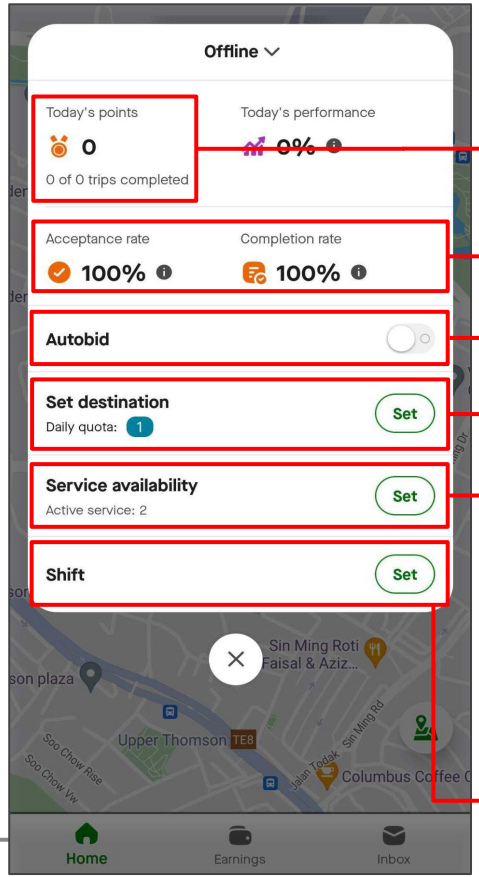
**This is currently not available for GoTaxi. Kindly refer to gjk.sg/hotspots instead for the latest demand trends.*

Quick view of the app

While offline, you can see and set these features in this quick-view screen: Performance, Autobid, and Set Destination quotas.

Under the quick view of your app, you will see a **summary of your daily points** earned.

Take note that points will **reset at 12AM daily**.



For GoCar & GoTaxi

View your daily points

View your daily acceptance and completion rate

Set to Autobid while you are offline

Access the Set Destination feature and see your quota

Choose the product services that you prefer

View available shifts and register for your desired one

All about Autobid & Manual Bid

The Autobid function helps you **accept all incoming trip requests automatically**. You will not be able to review the request, destination, or fare.

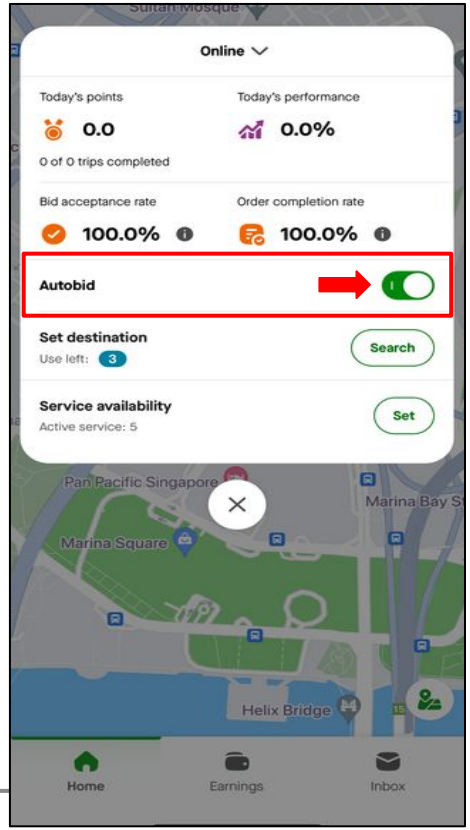
To access the Autobid function, simply **tap on the small arrow** beside your offline button. **You can toggle Autobid on or off from there.**

The Manual Bid function allows you to **reject or accept incoming trip requests**.

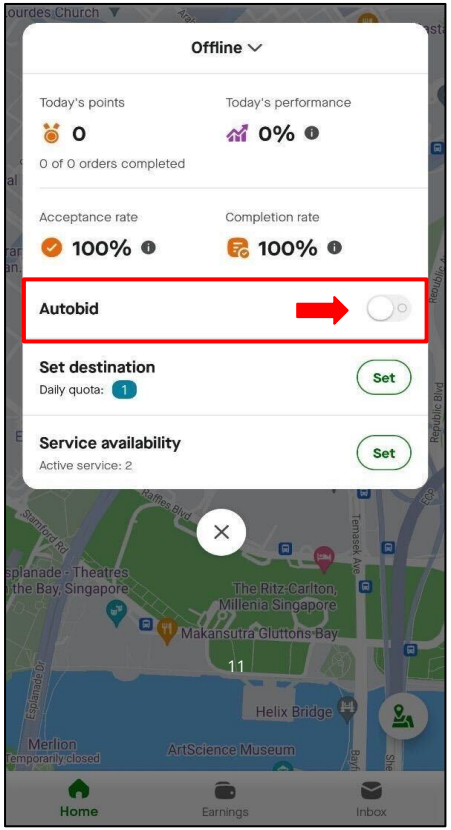
Unlike Autobid, you can **review the request details** like destination and fare. Once **you turn Autobid off, you will be on Manual Bid.**

For GoCar & GoTaxi

Autobid



Manual Bid



Set Destination feature

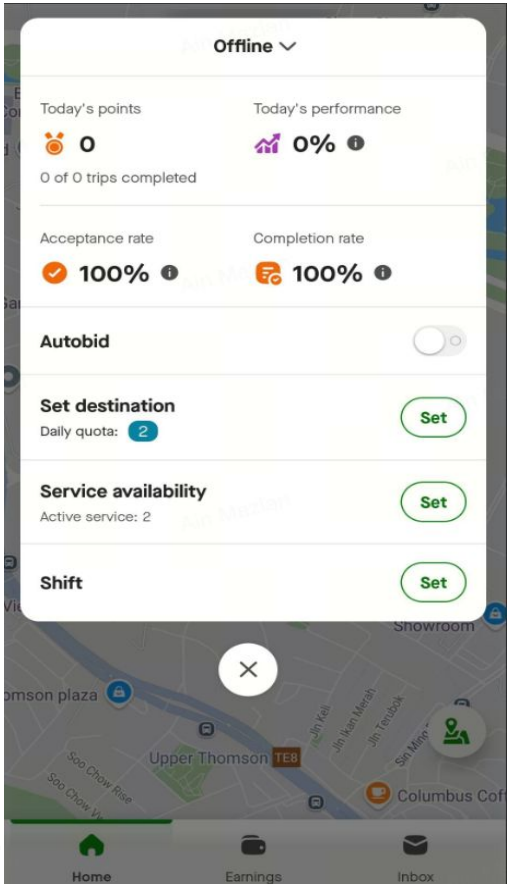
This feature allows you to choose a destination so that you can receive booking requests along the way, within a certain distance.

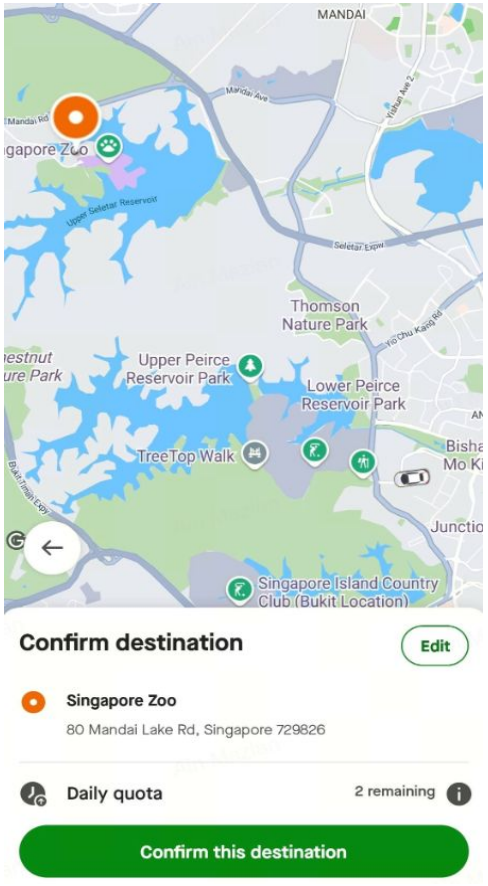
You can expect:

1. **More earnings at your convenience**
2. **Less worrying about receiving orders in the opposite direction of your plans**
3. **To end your shift with a trip in the same direction as your destination**

💡Elite driver-partners get 4 quotas every day
💡Pro driver-partners get 3 quotas every day
💡Classic & Premium driver-partners get 2 quotas every day

For GoCar & GoTaxi





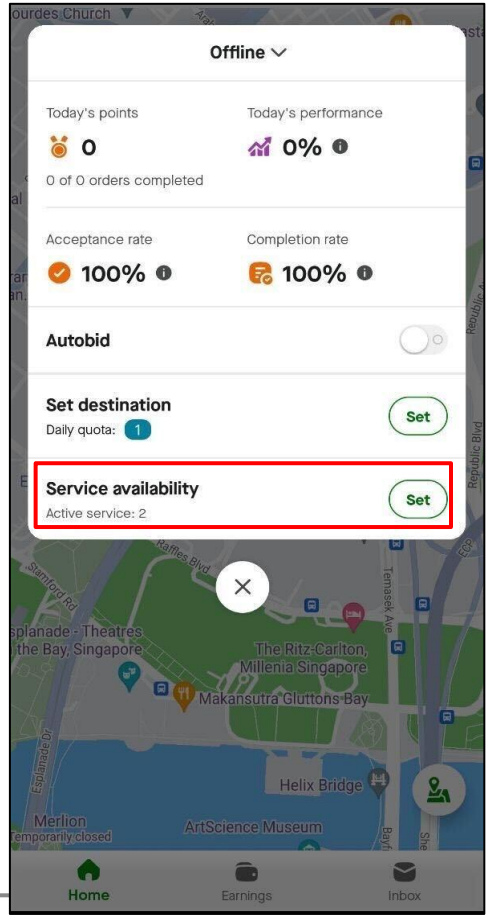
Toggling service types

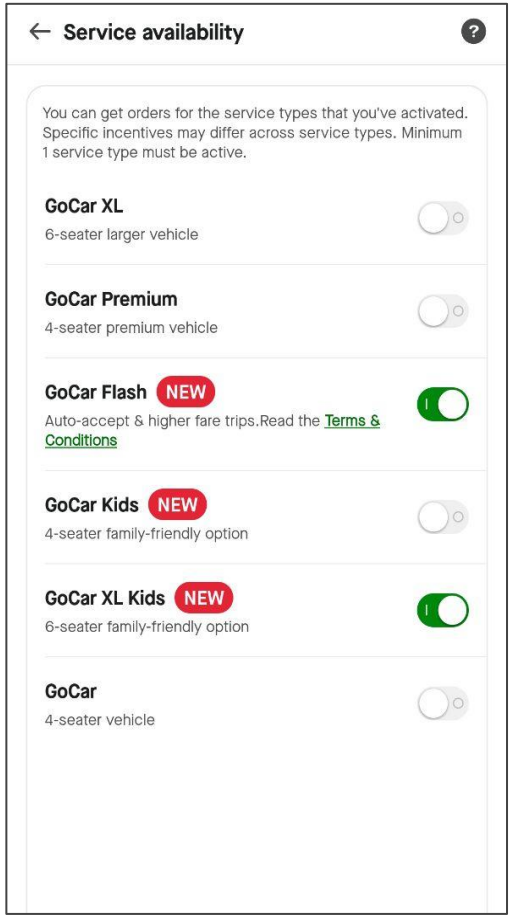
This feature gives you the flexibility to offer different services according to your vehicle category.

With higher demand for certain categories at specific timings, maximize your earnings by changing service types.

Vehicle category	Toggles available
GoCar	GoCar, GoCar Nearby, GoCar Flash only
GoCar XL	GoCar, GoCar XL, GoCar Nearby, GoCar Flash only
GoCar Premium	GoCar, GoCar Premium, GoCar Nearby & GoCar Flash only
GoCar Premium (with XL)	GoCar, GoCar XL, GoCar Premium & GoCar Flash & GoCar Nearby only
GoTaxi	GoCar, GoCar Nearby & GoTaxi
GoCar Kids	GoCar, GoCar Nearby, GoCar Kids & GoCar Flash
GoCar XL Kids	GoCar, GoCar Nearby, GoCar XL, GoCar Kids, GoCar XL Kids & GoCar Flash

For GoCar & GoTaxi





GoCar Flash

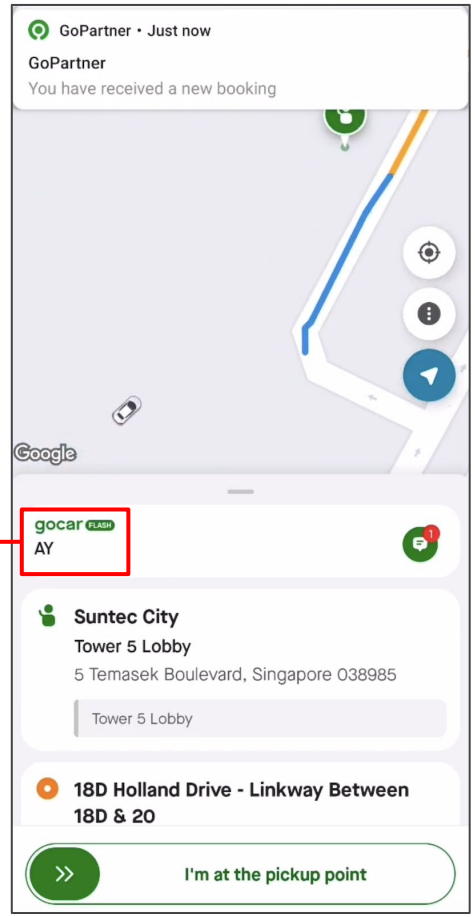
GoCar Flash is only available for **Private Hire** vehicles, **island-wide** - which means you can receive GoCar Flash orders from any location across Singapore.

Taxis are not eligible for GoCar Flash trips.

What you can look forward to:

💰 **MORE EARNINGS**
With fares that are **at least 15% higher**, you can take home more earnings on top of ALL current trip incentives.
More on incentives: gjk.sg/incentive

📍 **SHORTER PICK-UPS**
Shorter pick-ups mean **quicker matches** with customers and more trips for you.



Refer to gjk.sg/dpgocarflash for more information on GoCar Flash.

GoCar Nearby

Start accepting **GoCar Nearby trips (up to 5km)** within the East and North-East neighborhoods to enjoy more demand during off-peak hours!

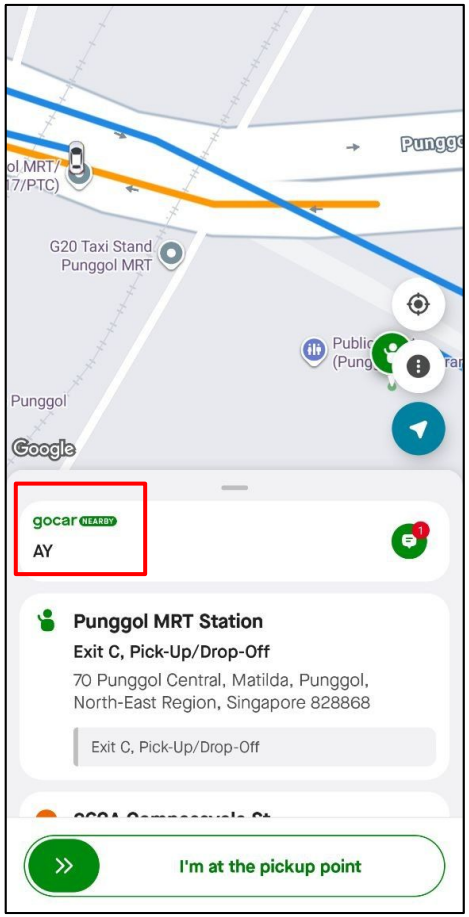
Details
- **Timings**: 11AM–4PM daily
- **Area**: Pick-ups and drop-offs within the East and North-East neighborhoods (excluding Changi Airport)

What you can look forward to:

💰 **MORE EARNINGS**
Gojek fully covers the fare discount, so there's **no impact on your earnings** for these trips. You'll still earn the standard GoCar fares or more, even during off-peak hours!

All GoCar Nearby trips are eligible for current trip incentives. Just make sure that both GoCar and GoCar Nearby toggles are turned on throughout the day to maximize your earnings.

📍 **SHORTER PICK-UPS**
GoCar Nearby only offers short-distance trips (up to 5KM) with closer pick-ups. This means quicker matches and more trips overall!



Refer to gjk.sg/gocarnearby for more information on GoCar Nearby, or gjk.sg/incentive for current incentives.

Shift Booking feature

Take control of your schedule with the Shift Booking feature, which allows you to choose preferred areas and times for driving.

⏰ Limited slots available

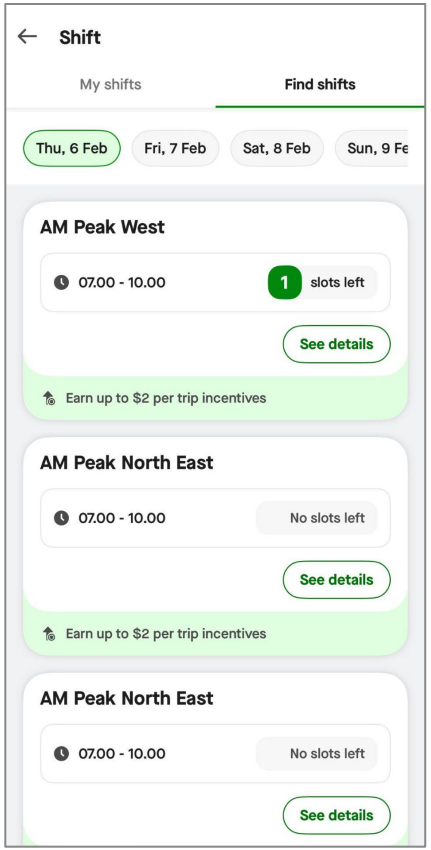
Act fast! Slots for each shift are limited and allocated on a first-come, first-served basis.

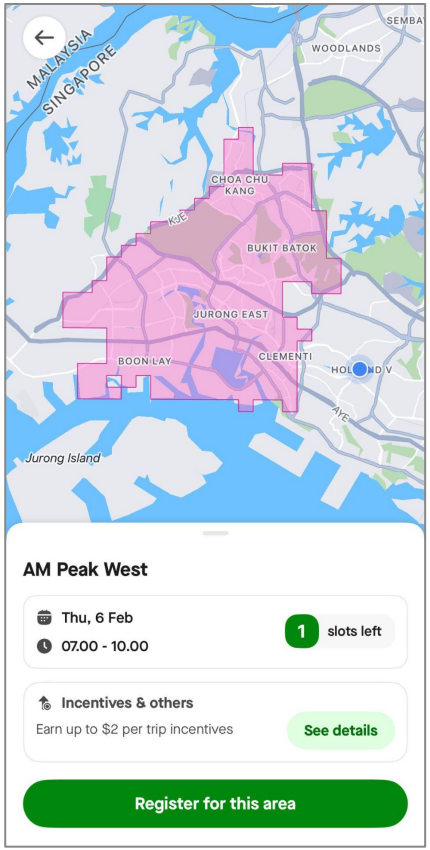
💰 Earn additional incentives

Complete trips during your selected shift to earn more.

This feature only available to selected drivers. If you are able to see the "Shift" function, you may proceed to sign up for the preferred shifts.

Note: All service types will be enabled by default when you are on shift, hence the function will be disabled and you will not be able to toggle the service types.

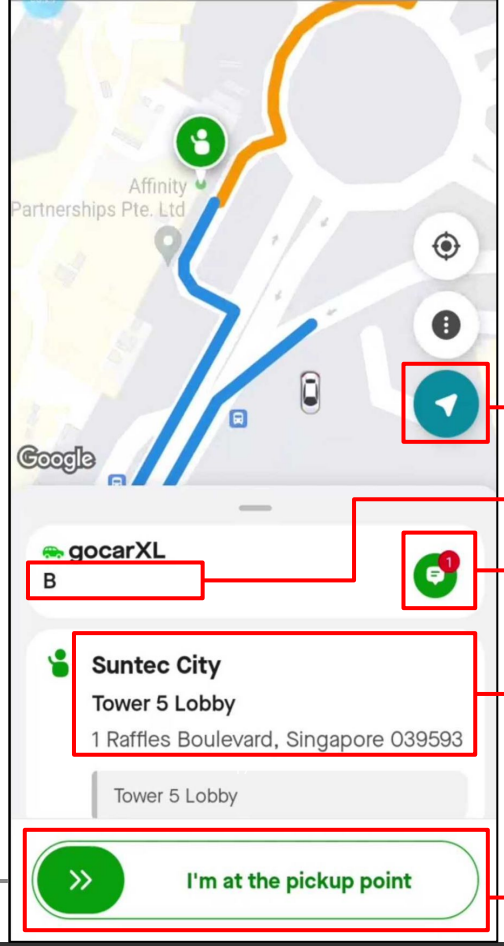




**Selected driver-partners will be notified via SMS. For more information, click here.*

Accepting an order: Autobid

Trips are accepted automatically on Autobid – you will not have to do anything to accept a trip.



To navigate on Waze/Google Maps

Send a message to your customer

Customer's name

Customer's pick-up point

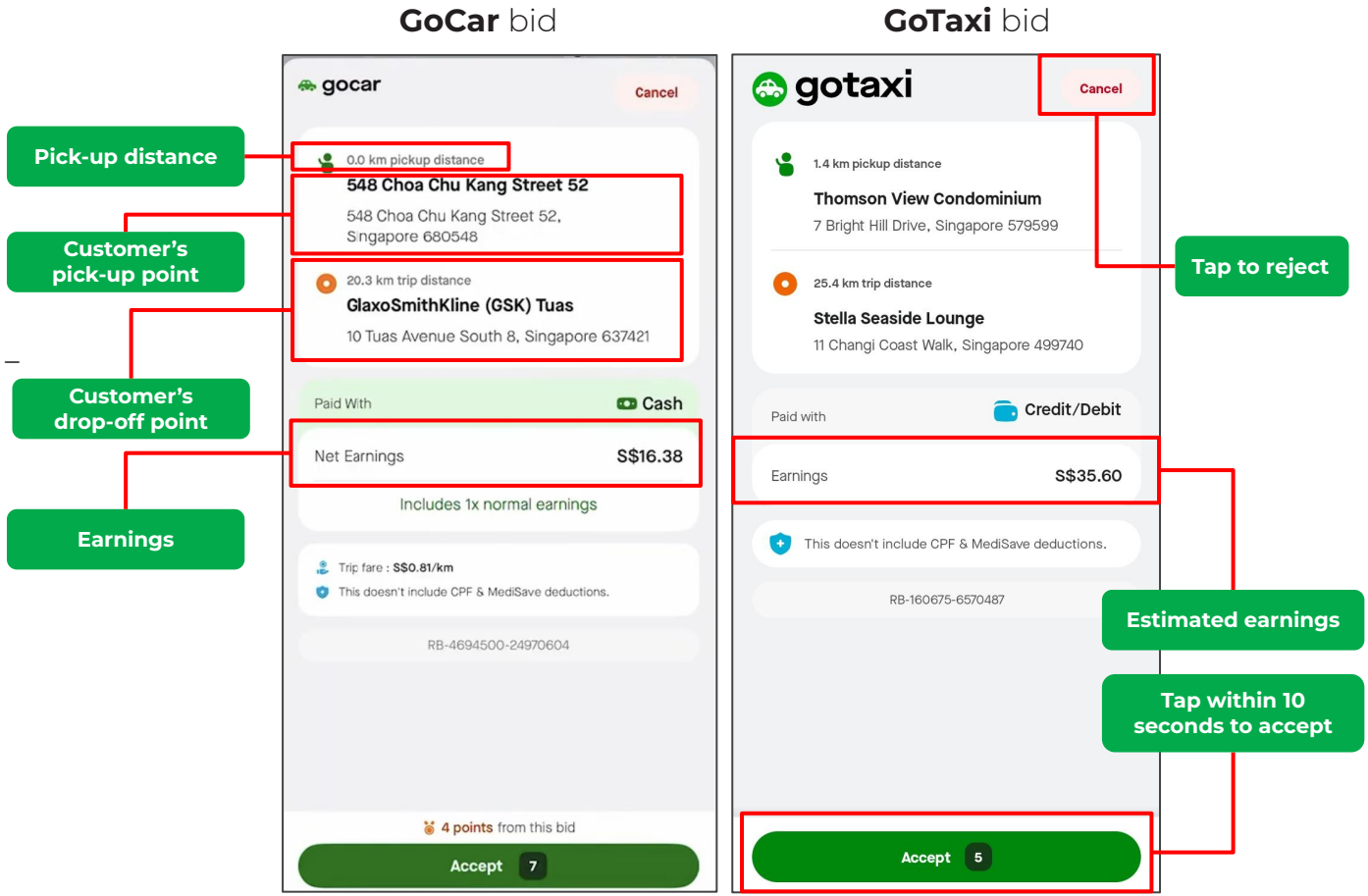
Swipe upon arrival to inform customer that you've arrived at the pick-up point

For GoCar & GoTaxi

Accepting an order: Manual Bid

Fares on **GoCar** are **upfront** – what you see on screen is what you'll get.

Fares on **GoTaxi** are **estimated** – the final fare is based on total distance and time travelled, as well as other surcharges.

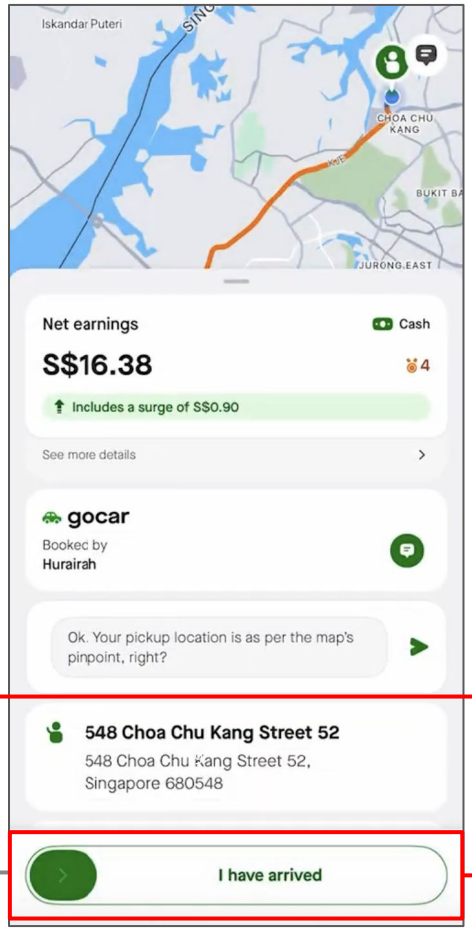


Arriving at the pick-up point

Swipe right on **I'm at the pickup point** once you have arrived at the customer's pick-up point.

Swipe right once you're at the pick-up point!

For GoCar & GoTaxi



Notification with licence plate

The customer will receive a notification once you swipe right on **I'm at the pickup point**.

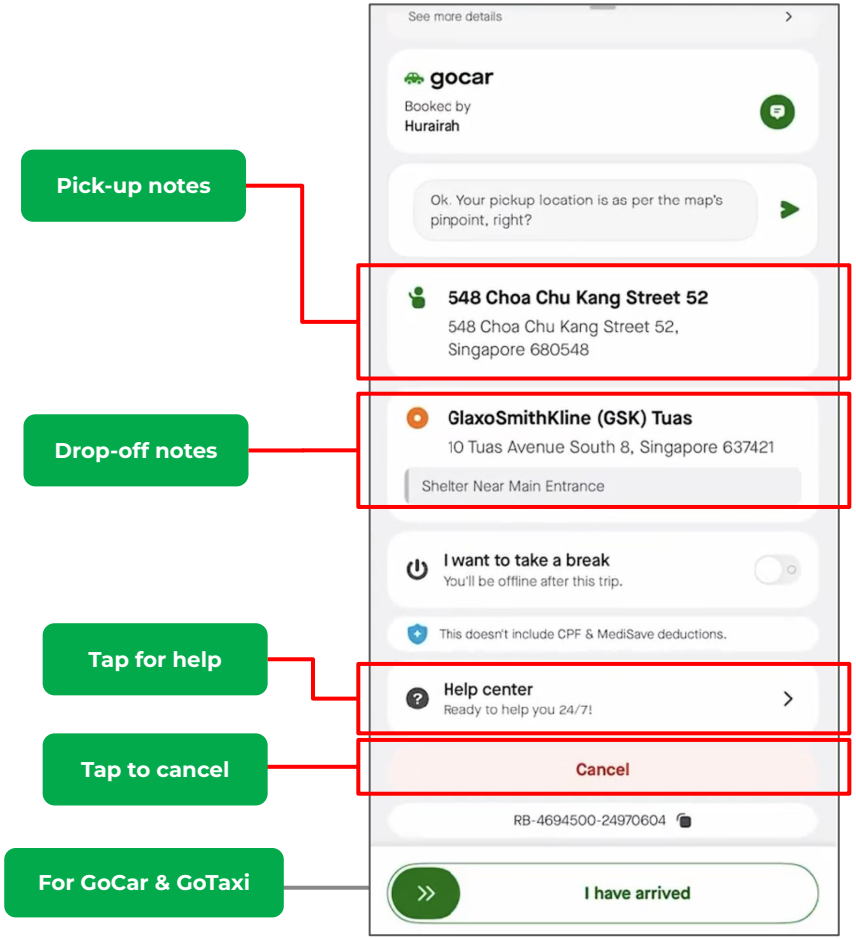


Customer app

Picking your customer up

Customers may provide additional information under the notes section.

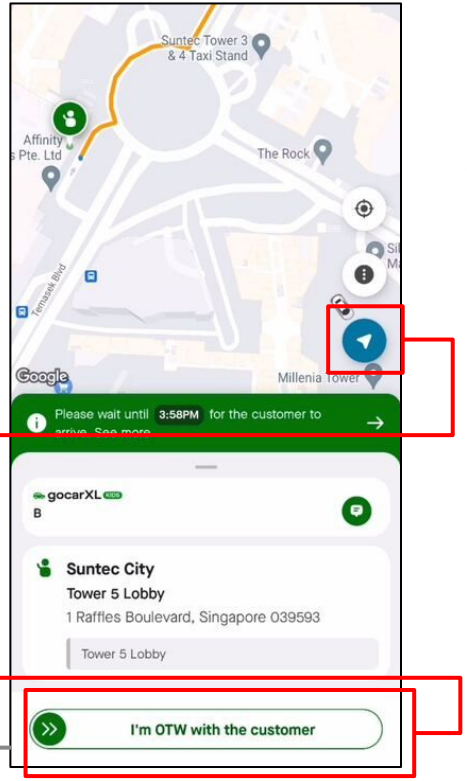
Please keep a lookout for them.



Starting your trip

Swipe right on **Pickup Customer** to begin the order.

Tap on the navigation button to choose between **Waze** or **Google Maps** to find directions.



Tap for navigation

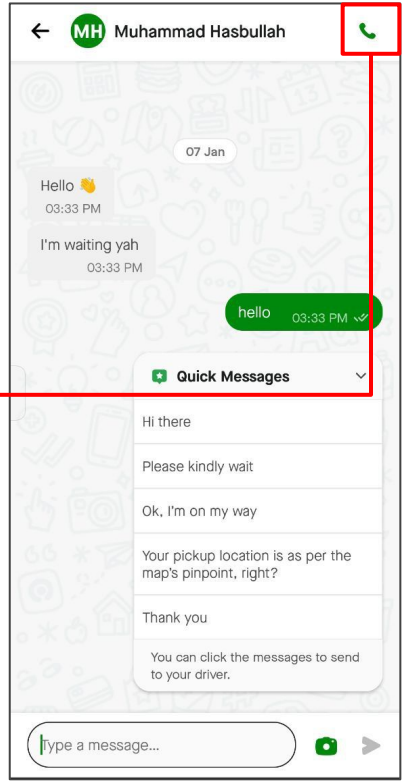
Swipe right to begin the order

For GoCar & GoTaxi

Contacting your customer

Tap the **speech bubble icon** to message or call your customer.

To call your customer

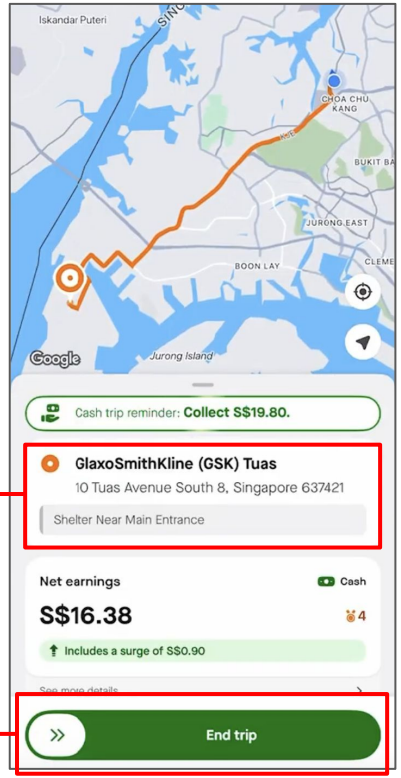


Completing your order

When you've reached the customer's destination, swipe right on the green End trip button.

Customer's drop-off point

Swipe right to end the order



Adding extra charges

ERP is auto-suggested.

Ensure amount is correct.
If amount is incorrect, you can easily amend the amount before clicking "Submit."

Sentosa Entry Fee

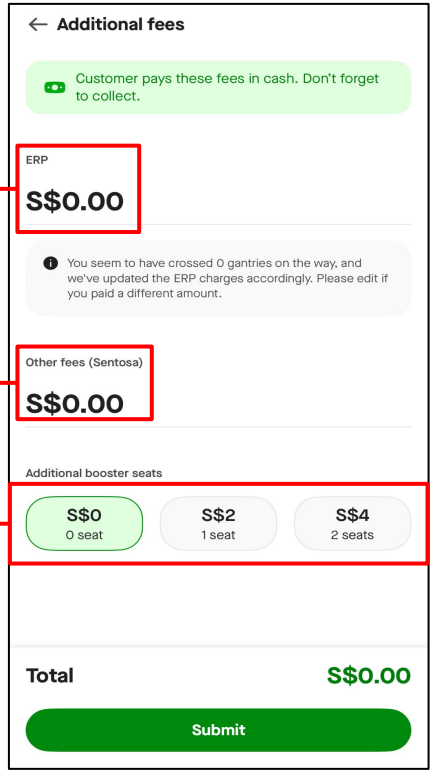
Please enter the applicable Sentosa entry fee payable by the customer here (if any).

Note: Pick-ups within Sentosa is free.

Booster Seat Fees

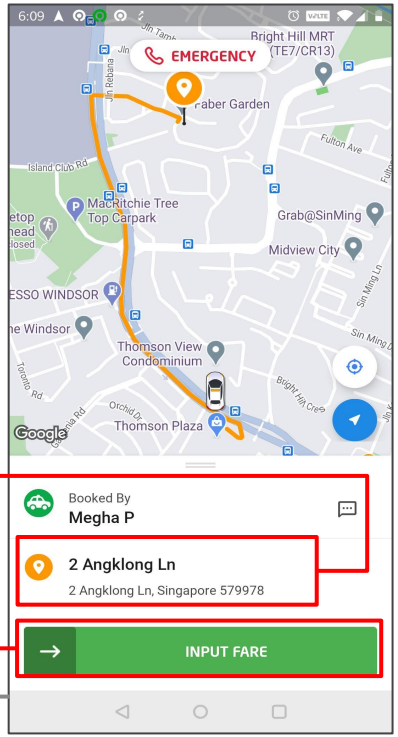
If the customer did not book GoCarKids but you provided one or more booster seats, you may proceed with the trip and charge the customer the applicable booster seat fee(s) here.

**This is only applicable for drivers who are GoCarKids verified*



Completing your order (GoTaxi)

When you've reached the customer's destination, swipe right on the green **Input Fare** button.



Customer's drop-off point

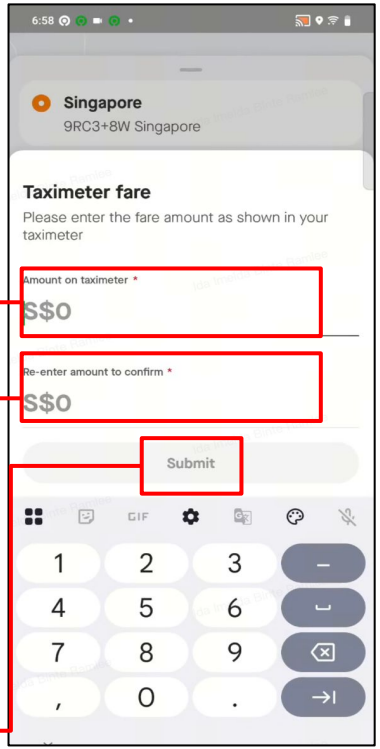
Swipe right to end the order

For GoTaxi

Adding metered fares

Unlike GoCar, GoTaxi uses metered fares.

Make sure to put in the final amount shown on your meter **(exclude ERP)** into the app.



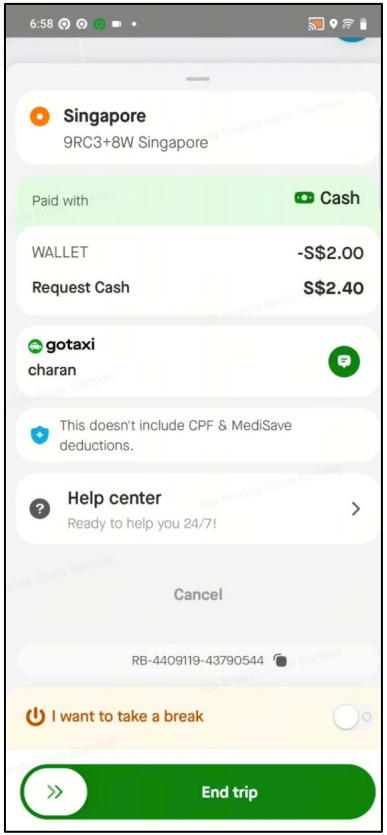
Enter the fare as shown on your taximeter

Re-enter the fare as shown on your taximeter

Once done, tap here

Adding Additional Fees for GoTaxi

After submitting your taxi meter fare, you will need to swipe ‘End trip’ and you will be brought to the Additional Fees page.



Enter ERP charges reflected in your MDT

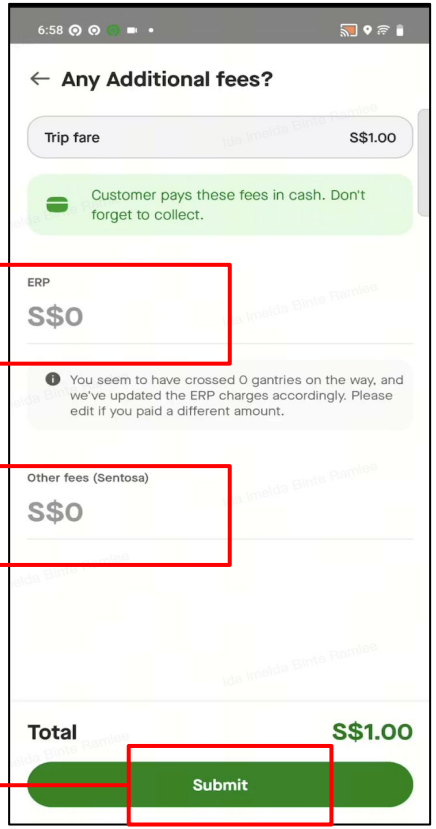
Ensure ERP amount is correct.
If ERP amount is incorrect, you can easily amend the amount before clicking "Submit."

Sentosa Entry Fee

Please enter the applicable Sentosa entry fee payable by the customer here (if any).

Note: Pick-ups within Sentosa is free.

Once done, tap here



More information on Additional Charges

Other Fees (Sentosa Entry Fees)

Sentosa Entry Fees should not be charged in the following scenarios:

- The drop-off is at Resorts World Sentosa (RWS) B1 Drop-off Point.
- The customer has a valid Sentosa Islander Membership.
- The customer presents valid complimentary island admission documentation.
- The trip is a pick-up from within Sentosa.

**Drivers need to use manual lanes to enter and show the active booking on app.*

Entry fees is **payable** by a customer if you enter Sentosa to drop off the customer and you have been charged an entry fee.

Booster Seat Fees

**This is only applicable for drivers who are GoCarKids verified*

The Additional Booster Seat field is applicable in the following scenarios:

- The customer books GoCar (instead of GoCarKids) and requires a booster seat, and you were able to provide.
- The customer has more than one child requiring a booster seat, and you were able to provide the additional booster seat(s).

Note: Booster seat fees are included in GoCarKids fares. Only use this field for additional booster seat(s).

Tips for Additional Charges

- Only use the Additional Charges field for applicable charges.
- Inform the customer before adding any additional charges at the end of the trip.
- For other charges (e.g. cleaning fees or multi-destination fees), submit a report via the Help Centre in your Driver app.

Tips

Customers can tip drivers during and after the trip.

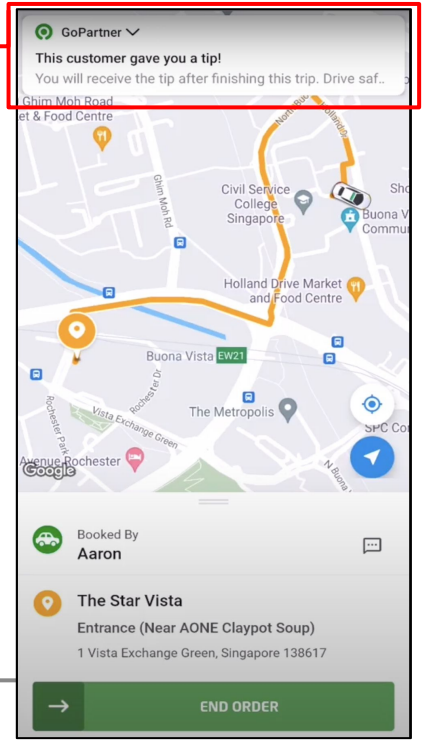
In-app tipping will be available via cashless methods. Alternatively, your customer may still give you cash tips.

Limit per tip is $50 SGD and minimum is $1 SGD, capped at 2 times per trip.

PRO-TIP: strive to go the extra mile – greet the customer, maintain a clean environment, help them with carrying bulky items, and drive safely!

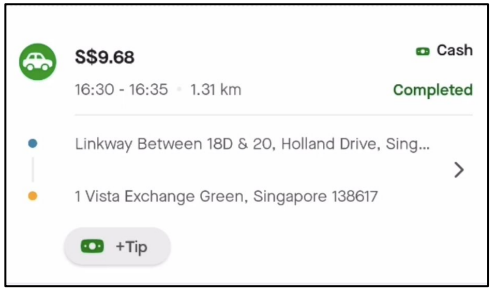
Read more here: gjk.sg/driving-tips

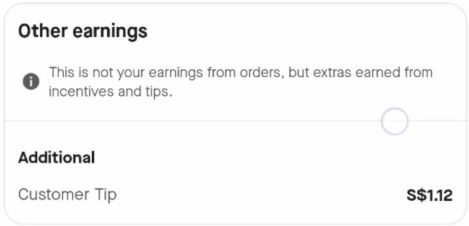
You'll get a notification once the customer tips



For GoCar & GoTaxi

Earnings page

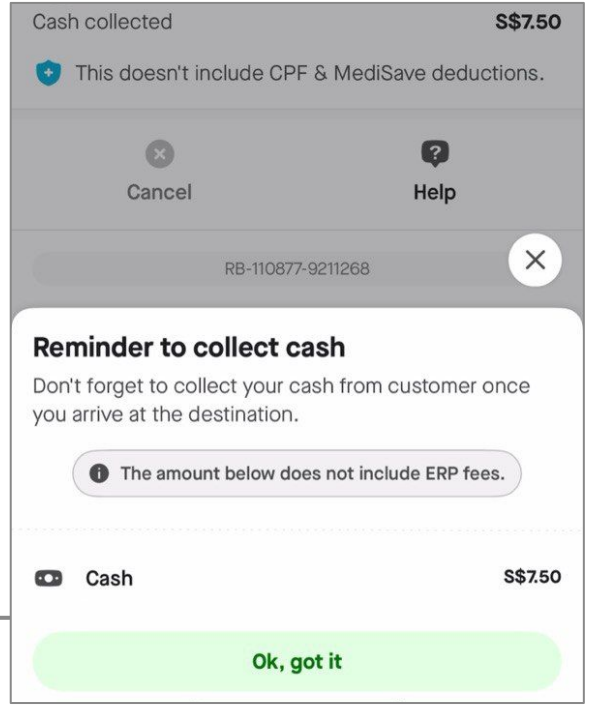




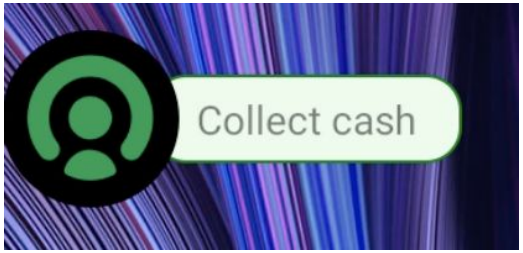
Order details

Cash collection reminder

You will receive cash collection reminders within the Gojek Driver app when you have arrived at the destination.



For GoCar & GoTaxi



This icon will appear at the background during cash trips

Other fees (GoCar & GoTaxi)

Service fee:
GoCar: 10%
GoTaxi: $0.60

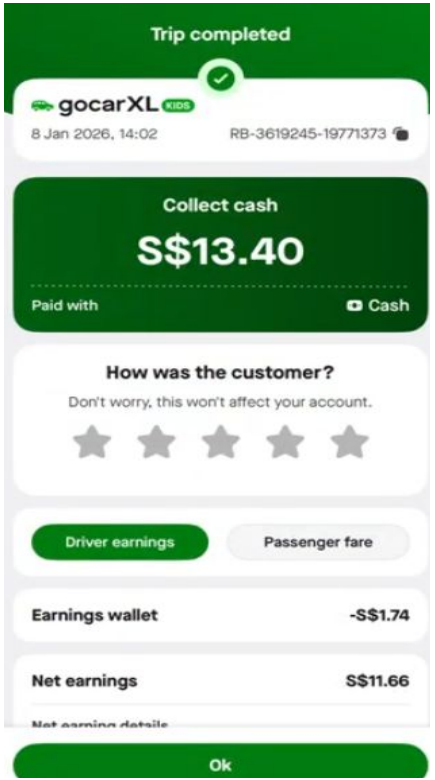
Platform fee: $1.10 to $1.70
Payment transaction fee: $0.10–$0.60

The service fee is what Gojek charges for use of the app. This will be deducted from your Earnings Wallet.

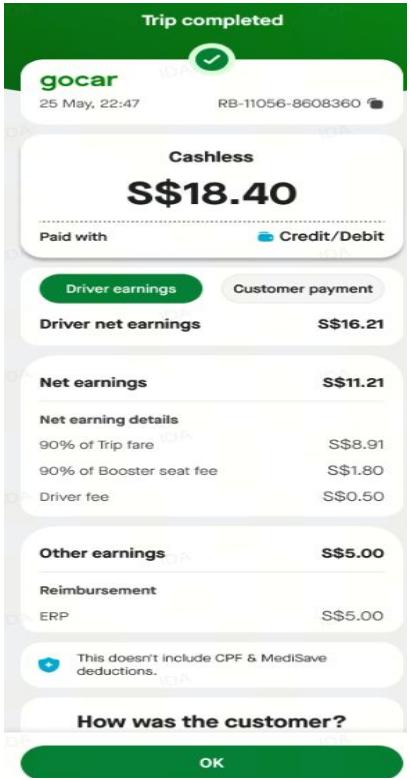
The **platform and payment transaction fees are paid by customers** and automatically included. You **won't have to include this** when entering the metered fare onto the app.

If the customer is paying by **cash**, collect only the amount you see on screen.

Cash trip



Cashless trip



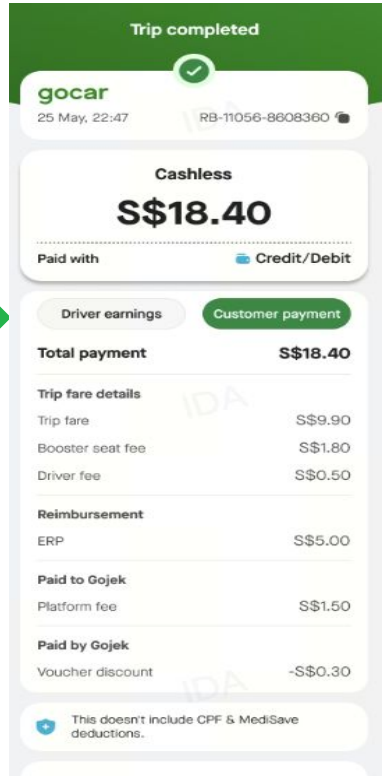
Payment details screen (card)

After adding additional charges (if applicable), you will be able to see the payment summary for the order.

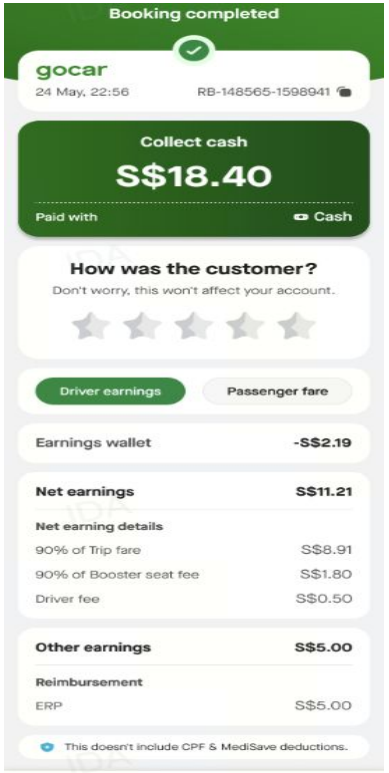
To see the breakdown of the fare, tap on **See Payment Details**.

💡 You will be able to toggle between ‘Driver Earnings’ and ‘Customer Payment’ to see a detailed fare breakdown..

Select **See Payment Details**



For GoCar & GoTaxi



Collecting your payment

This page will display the amount due for the order. **Collect the fare as shown if your customer is paying in cash** – your Earnings Wallet will then show a deduction (for service fee & other charges).

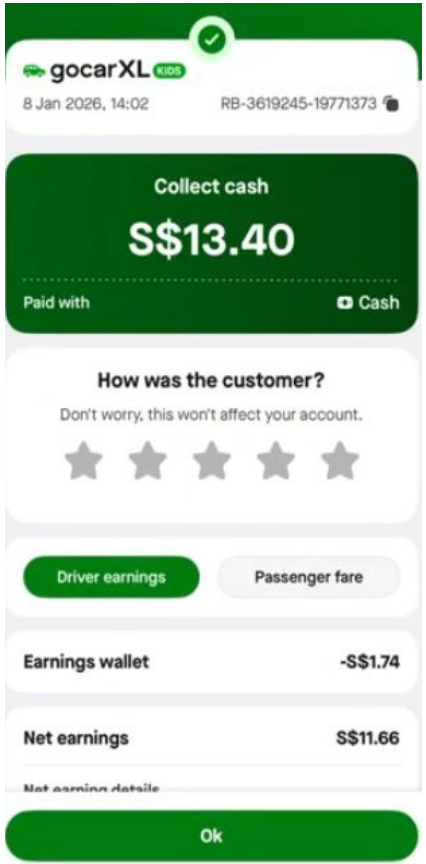
If the customer pays by card, your Wallet will indicate the amount added after the service-fee deduction. **You do not have to collect anything from a customer paying by card**.

The **Earnings Wallet** will show the breakdown of all other charges as well (i.e. multi-stop fee, waiting fee, etc.).

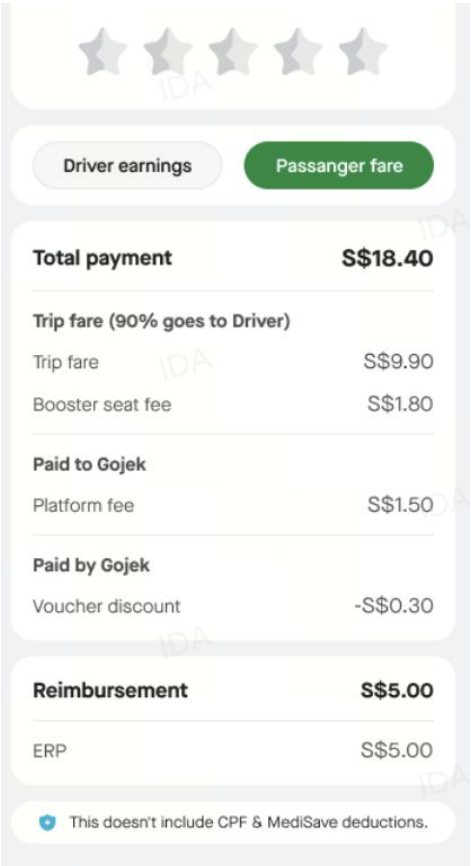
For GoCar & GoTaxi

Gross fare after toll fees added (collect this amount)

Service fee & other charges deductible from nett fare

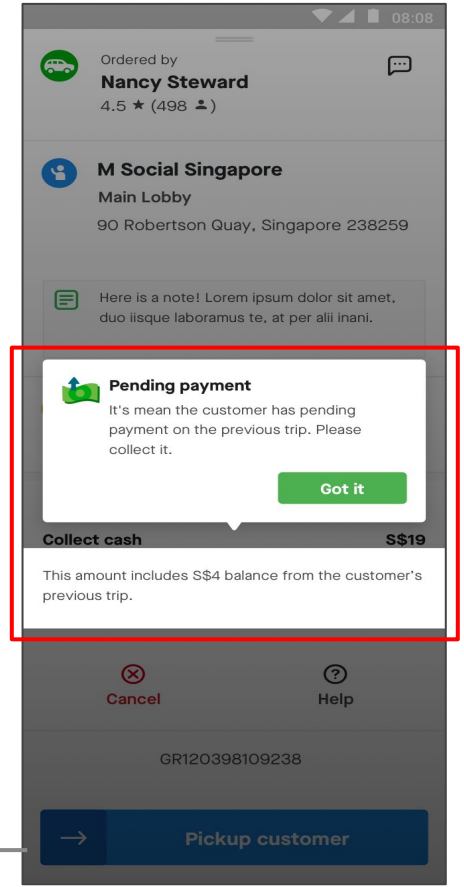


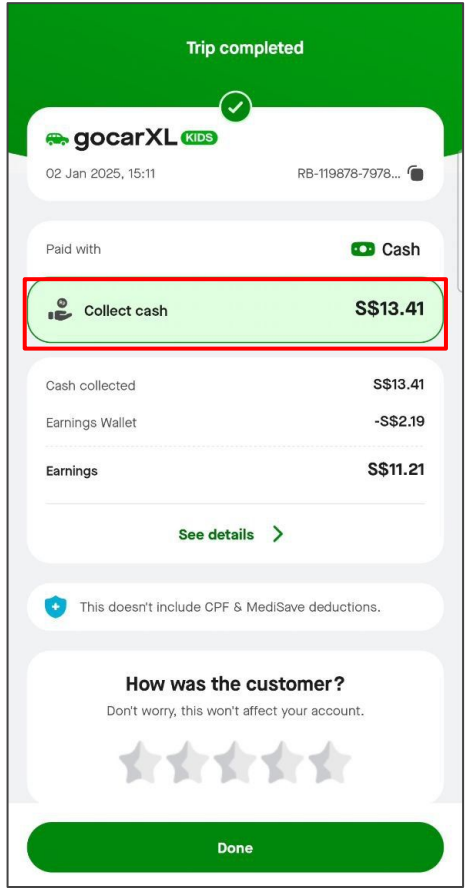
Payment Details Screen



Collecting arrears

Some customers will pay more than the current fare due to outstanding fees. If you receive this notification, the same amount will be deducted accordingly from your wallet.





For GoCar & GoTaxi

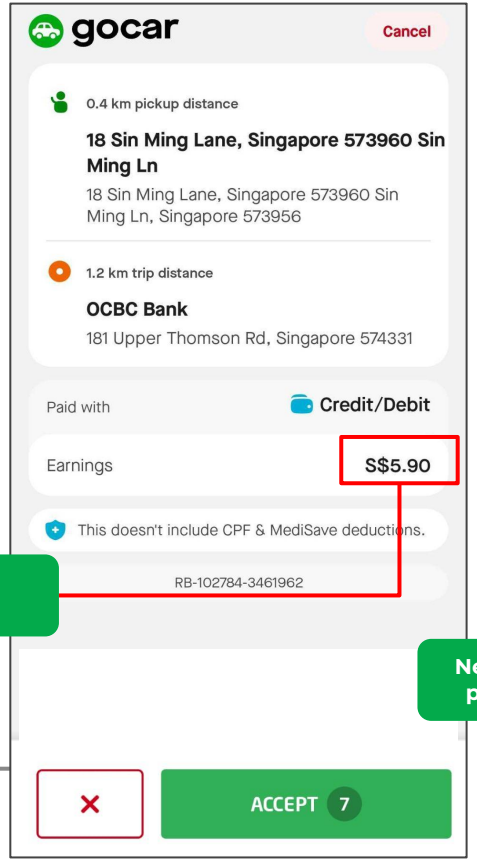
Orders with vouchers used

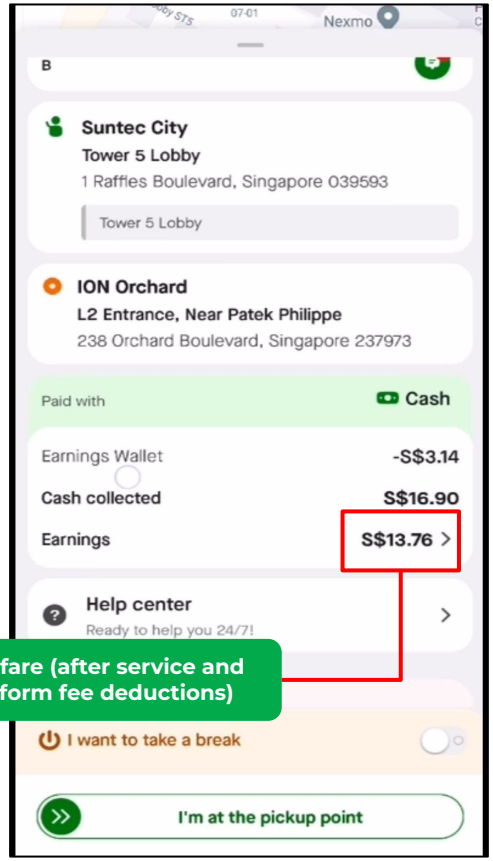
When customers use vouchers, you will not be able to see the voucher used on the order.

Not to worry! If you are on Manual Bid, the fare you see before accepting the trip will be your earnings..

If you are on Autobid, you can swipe up after the trip has been accepted to see the **nett fare** (after service fee deductions & platform fee).

For more information on platform fees, please click here.





Earnings

For GoCar & GoTaxi

Nett fare (after service and platform fee deductions)

Reference screen: If you're on Manual Bid

App features

Edit destination

Your customers can edit their destinations while on a GoCar ride.

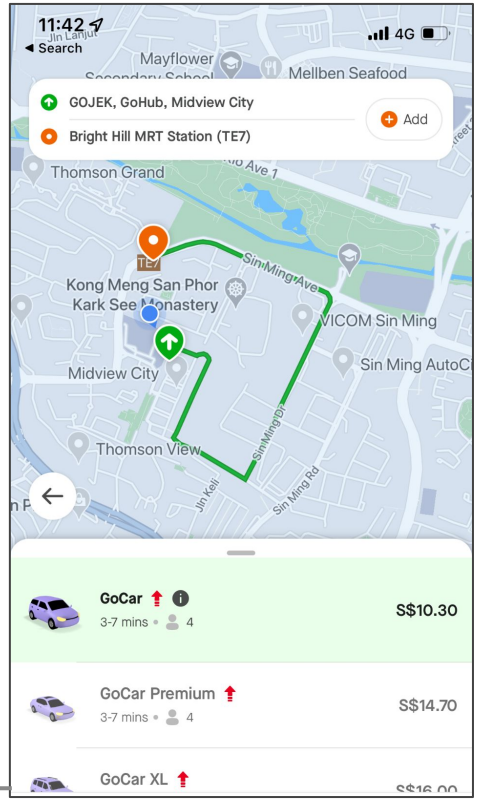
Customers will be charged these fees for using the Edit Destination feature:
GoCar: $3
GoCar Premium: $5

However, if you are driving on **GoTaxi** service type, these features **will not be available**. Not to worry – **you can still bring your customers to multiple destinations** and **your meter will calculate the fares accordingly**.

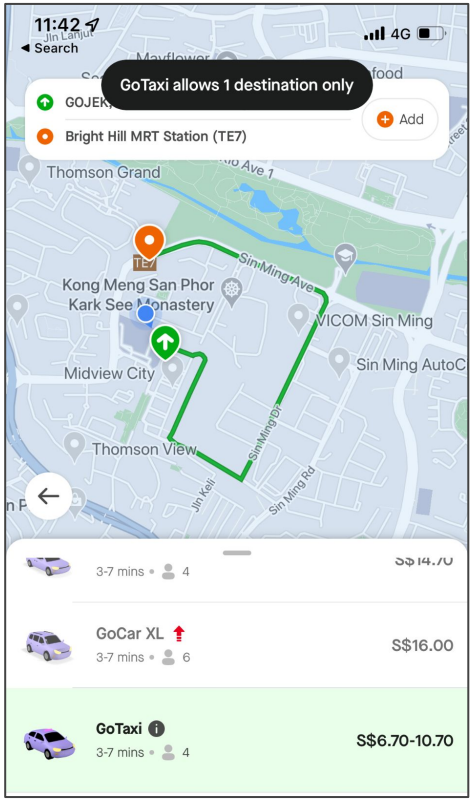
At the end of the trip, all you need to do is **key in the amount as stated on the meter** into the app.

For GoCar & GoTaxi

GoCar order



GoTaxi order



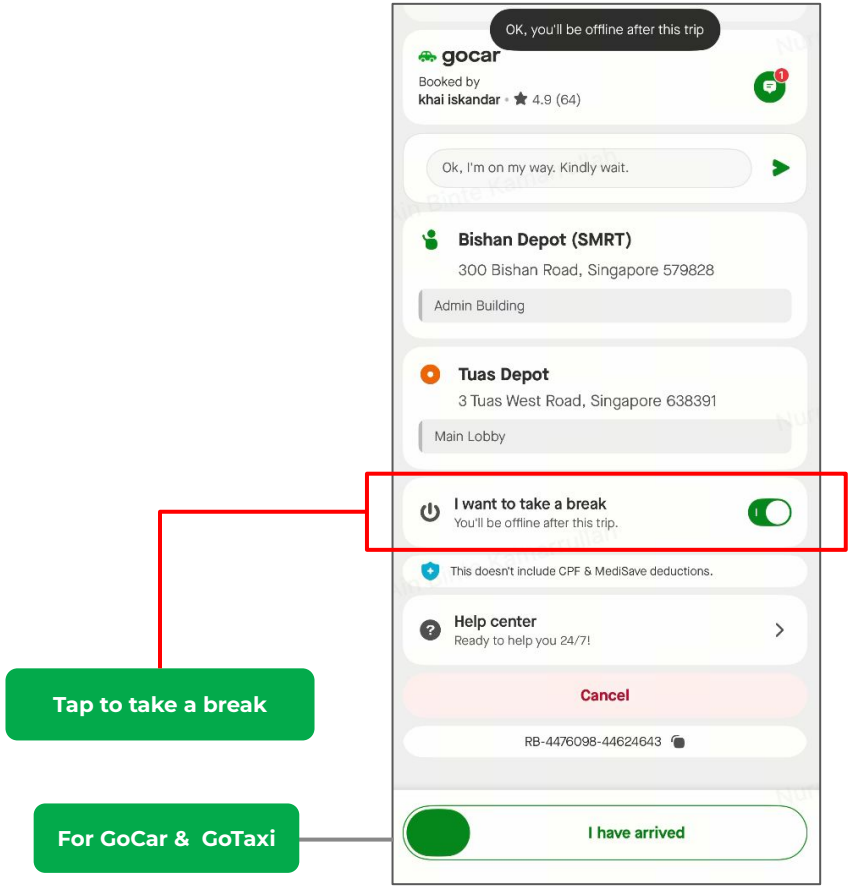
- Customer app

Taking a break after a trip

If you need to take a break, tap on **I want to take a break** while still on the trip.

You will receive a notification that you will be offline after this trip.

Remember to go online again once you're ready.



Back-to-back orders

When you are near the drop-off point of your current order, **you may receive another incoming order**.

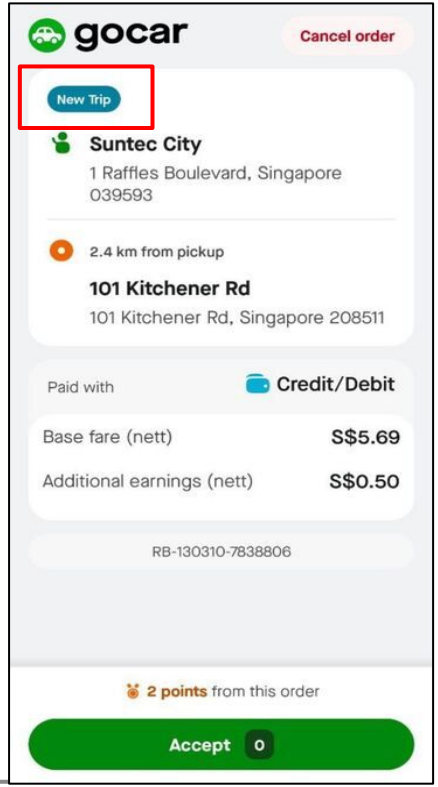
If you choose to accept the order, you will then see the location of the next pick-up point on the map.

Tap on the arrow to send an automated message to let your next customer know that you are on the way beforehand! The call/chat function will be enabled once you have dropped off your current customer.

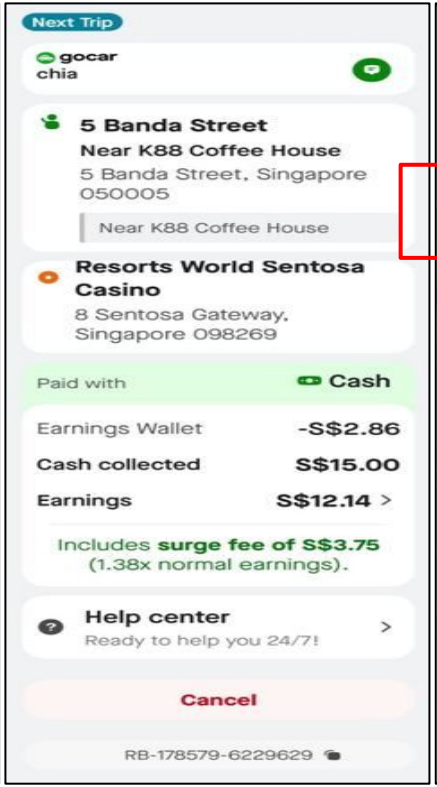
Once you complete your current order, simply head to the next pick-up point.

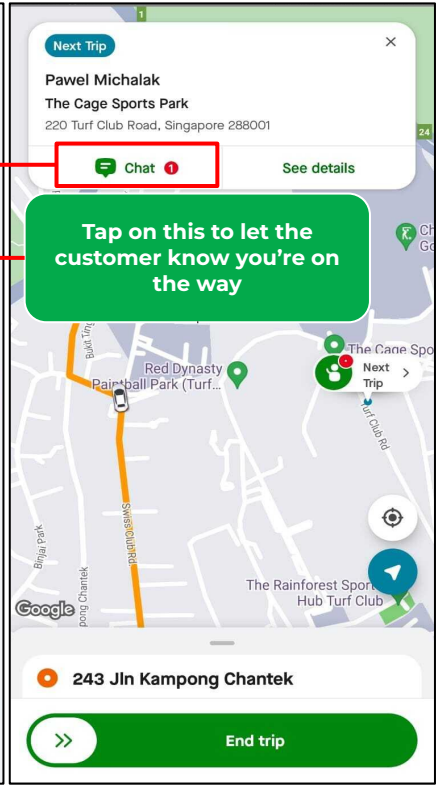
For GoCar & GoTaxi

Cashless trip

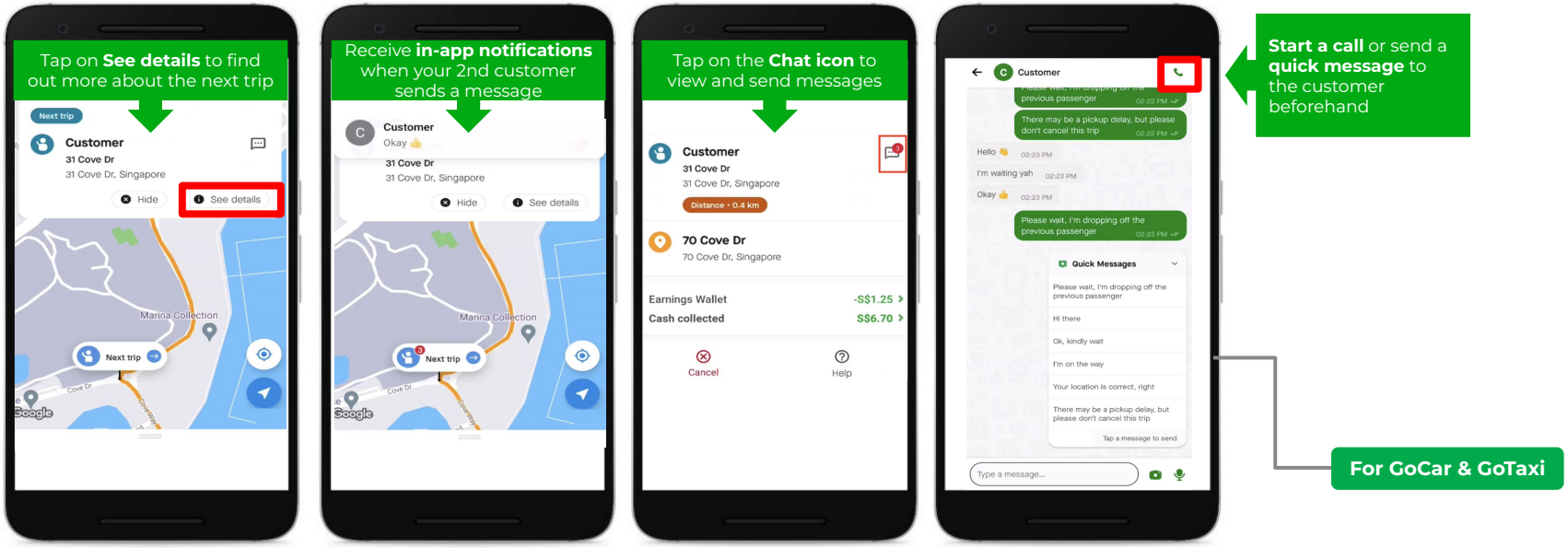


Cash trip

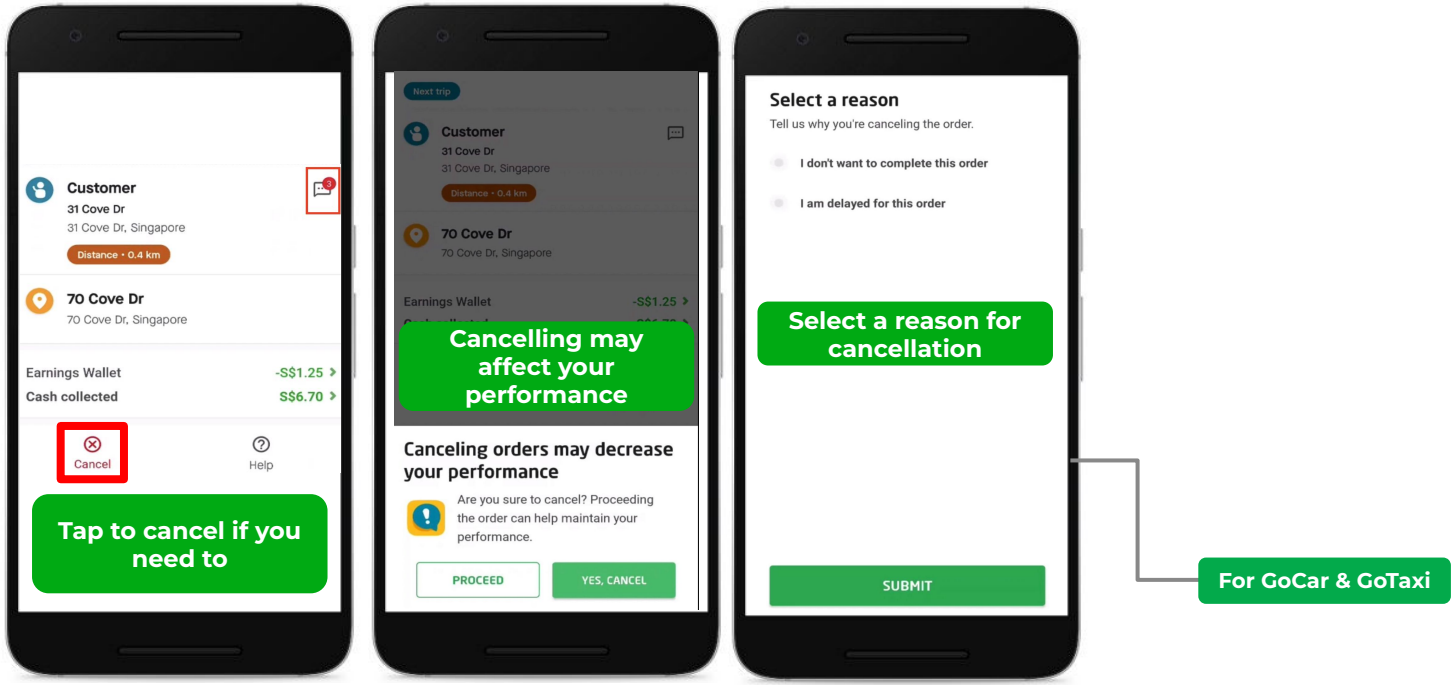




Talking to customers while on back-to-back orders



Back-to-back order cancellation



Multi-destination

You will be able to see if there are any additional stops as soon as you receive an order.

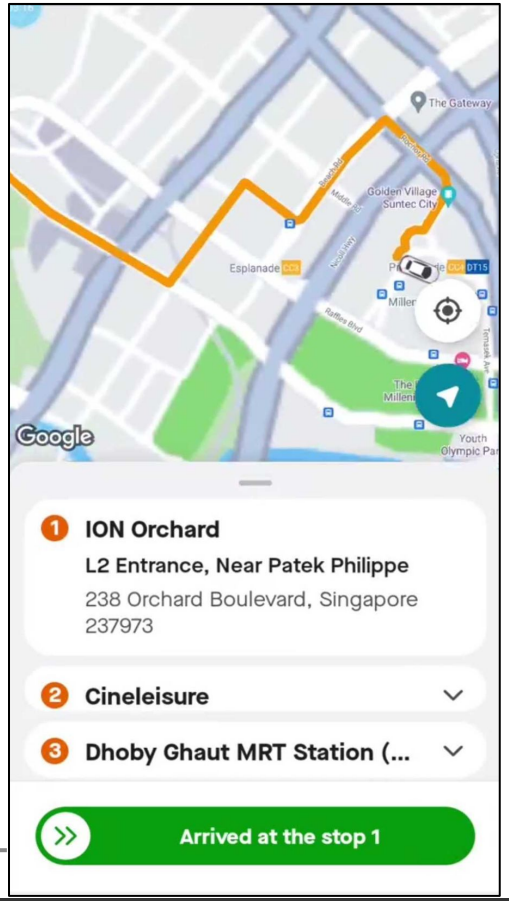
Each extra stop comes with a surcharge of **$4 (subject to 10% service fee)**, on top of the trip fare that is based on the total distance travelled.

This surcharge is **already included in the total gross fare** shown on your app.

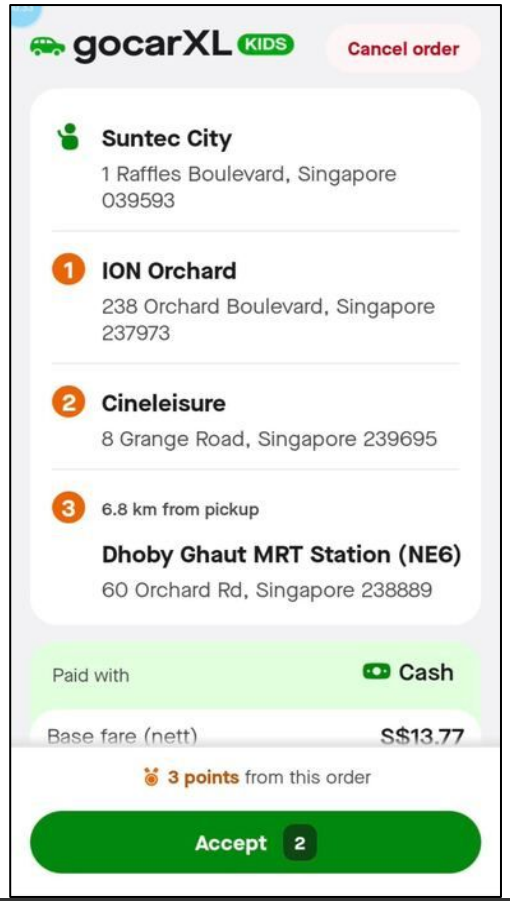
For more information, please refer to gjk.sg/multidestination

For GoCar & GoTaxi

On autobid

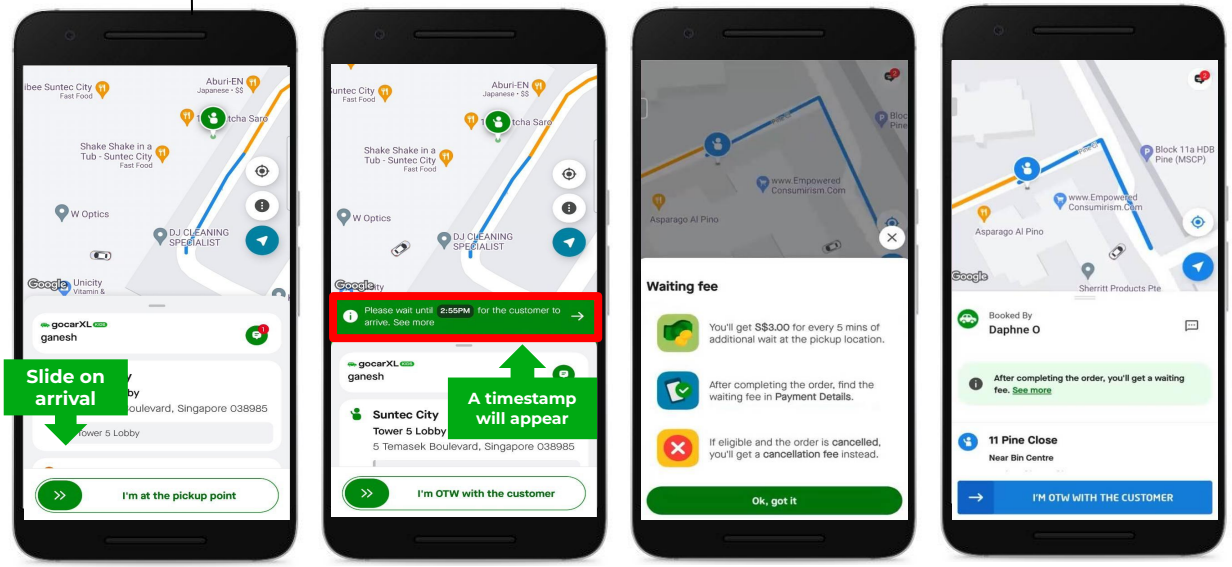


Not on autobid



Waiting fees

For GoCar



You will automatically receive a **$3 waiting fee** if you are on a GoCar trip:

1. If you've waited for more than 4 minutes for your customer (counted from when you swipe on (**I'm at the pickup point**)
2. For every additional 5 minutes of waiting (up to a total of $9)

IMPORTANT

- Please make sure to swipe on **I'm at the pickup point** only if you are at the pick-up point
- You can only receive either a cancellation fee OR waiting fee
- E.g. if a customer cancels the trip even after you've waited for more than 4 minutes, you will only get the $4 cancellation fee

If you are on a **GoCar Premium** trip, you will receive:

1. $3 if you've waited for more than 4 minutes for your customer (counted from when you swipe on **I'm at the pickup point**)
2. $5 for every additional 5 minutes of waiting – up to a total of $13

For more information, please refer to gjk.sg/waitingfee

Cancellation fee

You will automatically receive a **$4 cancellation fee**:

1. If a customer cancels the trip after 4 mins from when they are matched to you

   Note: Kindly ensure you are heading towards the pick-up point. If you encounter any delays, kindly inform the customers ahead of time to ensure smooth communication.

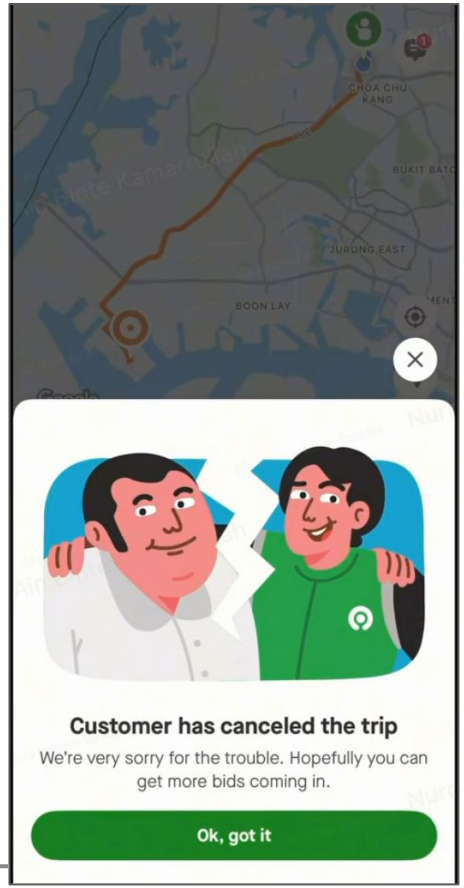
2. If a customer cancels the trip as soon as you arrive at the pick-up location (after you've swiped on **I'M AT THE PICKUP POINT**).

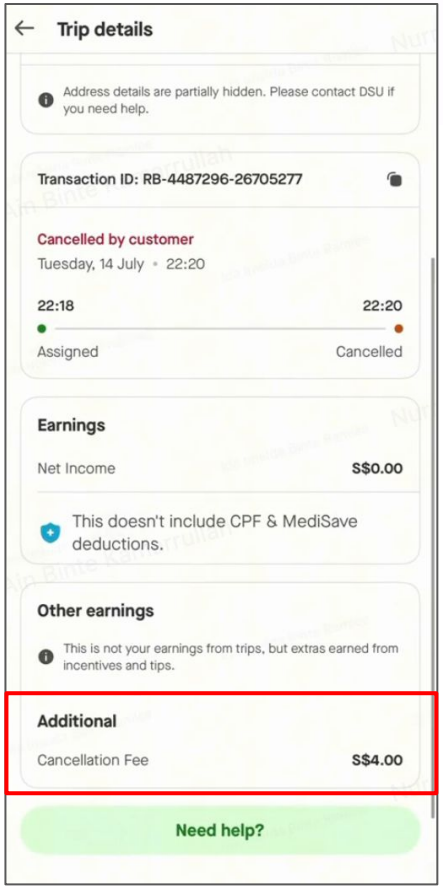
3. If you cancel after arriving and waiting at the pick-up location for more than 4 minutes

A notification stating **Customer has canceled the trip** will appear on your app when a customer cancels an order.

For more information, please refer to gjk.sg/cancelation-driver

For GoCar & GoTaxi





How to cancel

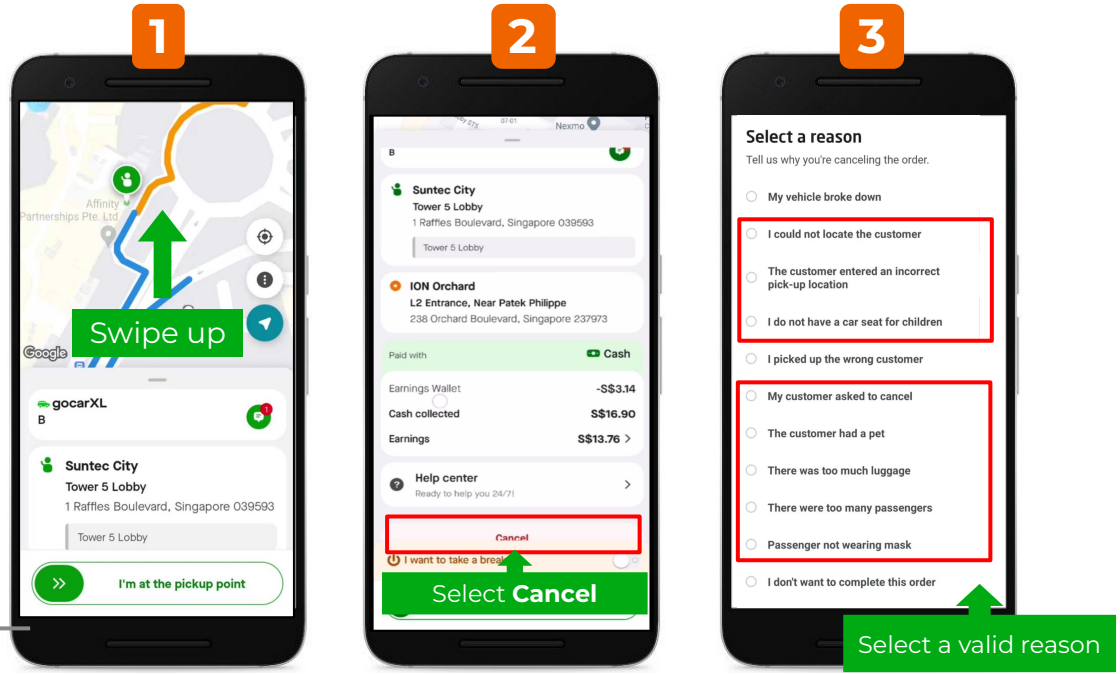
You can request for a cancellation using the following steps:

1. Swipe up on ongoing order screen
2. Tap on the **Cancel** button
3. Select a valid reason from the menu and tap **Submit**

All driver-partners start with 2 impact-free trips in their cancellation quota, and can accumulate up to a maximum of 4 impact-free trips at any time. You will gain 1 impact-free cancellation for every 18 completed trips.

For more information, please refer to gjk.sg/quota

For GoCar & GoTaxi

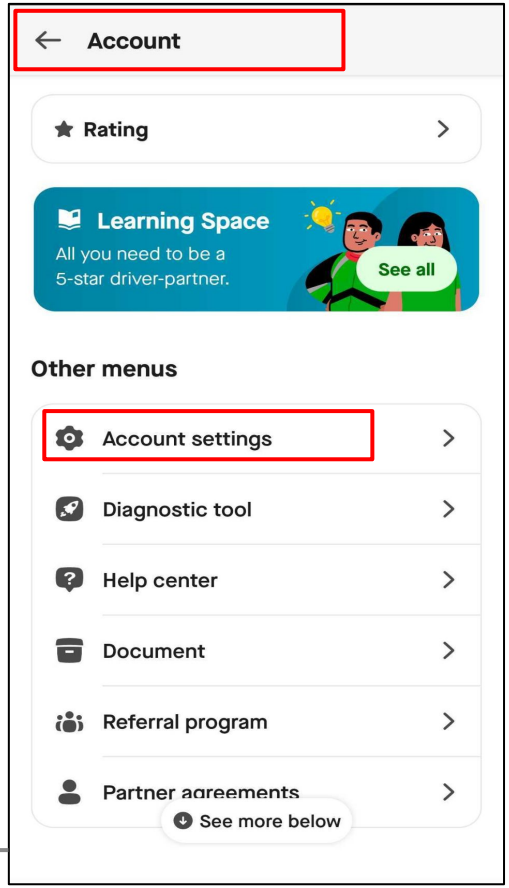


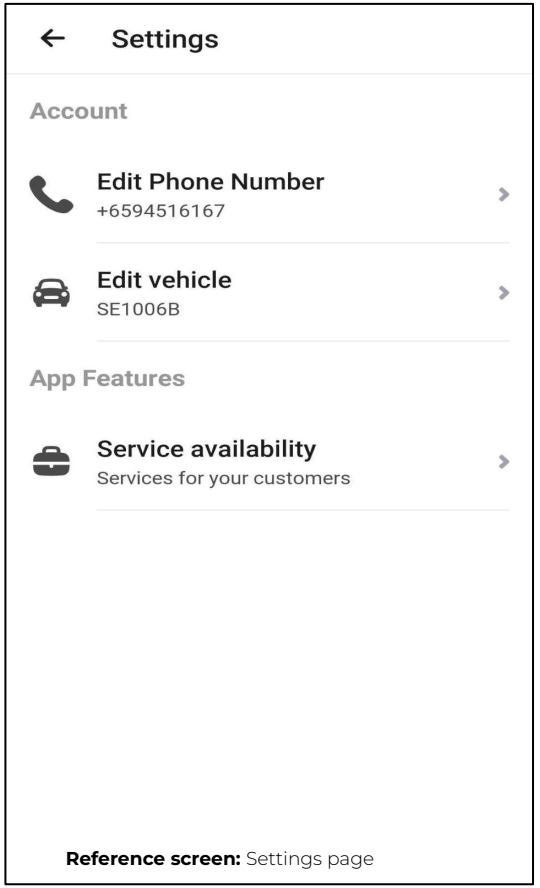
Settings

You can edit your phone number & vehicle information via the app.

Tap your profile photo on the top left of the home screen, then select **Settings**. From there, you will see the options to edit your phone number or your vehicle information.

For GoCar & GoTaxi





Reference screen: Settings page

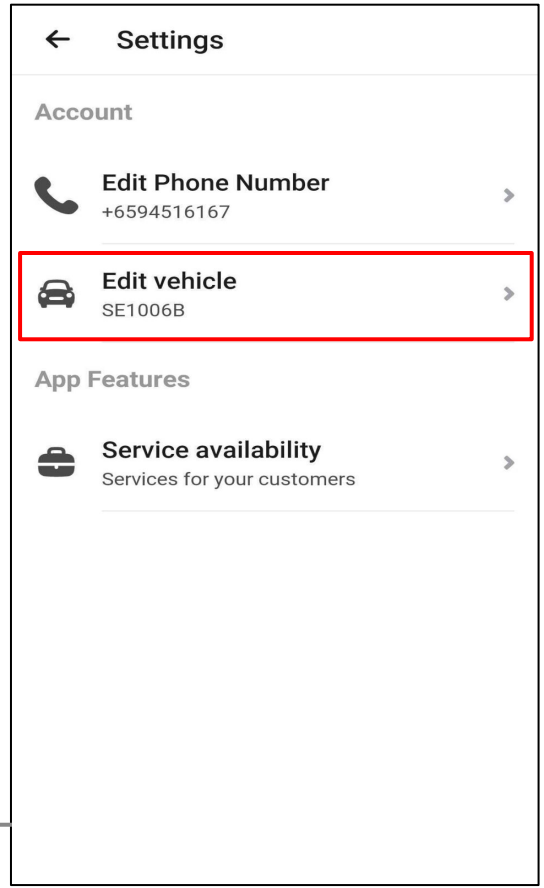
Editing your vehicle details

You can now edit your vehicle information on the app by following these steps:

1. Tap on your profile photo
2. Click on **Settings**
3. Select **Edit vehicle** then **Add vehicle**
4. Fill up the fields accordingly

Note: Submission will be approved within **2 hours.**

For more information, please refer to gjk.sg/editvehicle



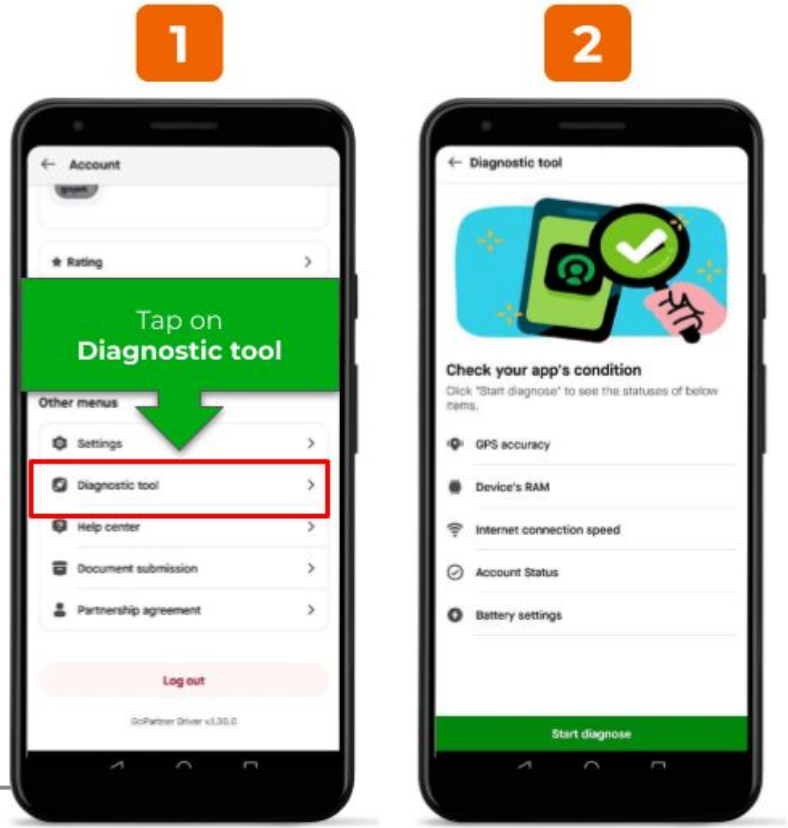
For GoCar & GoTaxi

Diagnostic tool

You can now give your Gojek Driver app a “check-up” to ensure that your device is running smoothly and optimally. It can check:

1. **Your phone’s GPS accuracy**
    a. To allow location at all times
        i. Android only - Settings > Apps > Gojek Driver app > Permissions > Location > Allow all the time
2. **RAM**
3. **The strength of your internet connection**
4. **Account status**
5. **Battery settings**
    a. Disable "Power Saving" mode
        i. Settings > Battery > Power Saving > Toggle off

For GoCar & GoTaxi

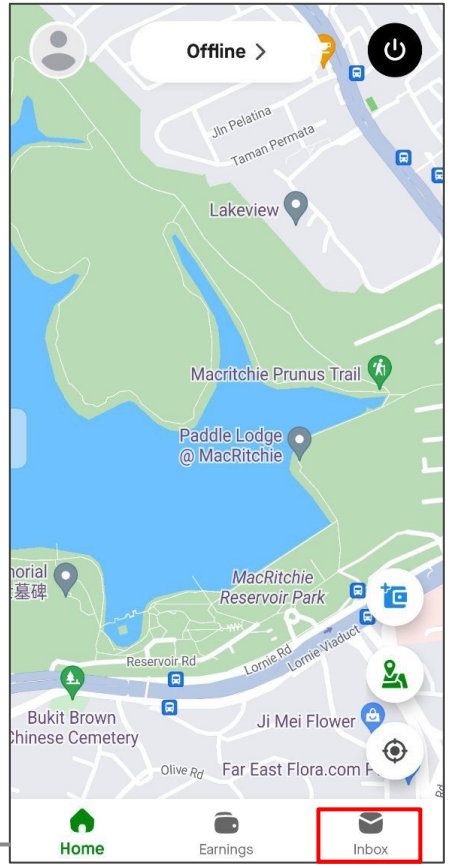


Available on Android only

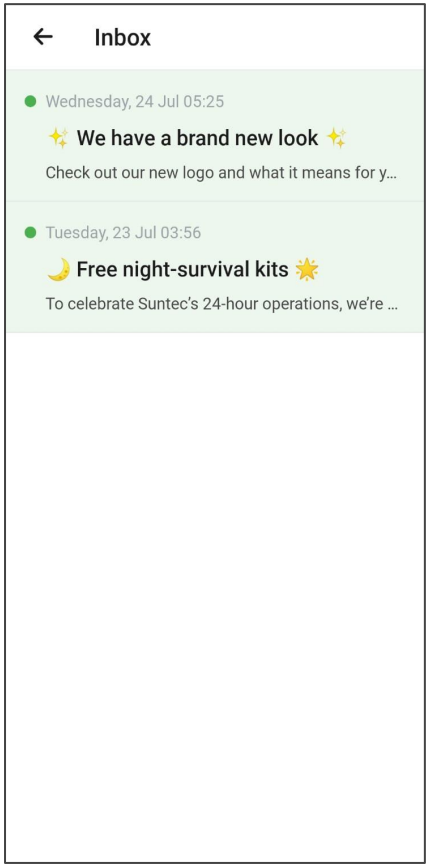
Inbox messages

Read the latest news from Gojek via the in-app inbox.

Tap the **Inbox** icon at the bottom of the home screen.



For GoCar & GoTaxi

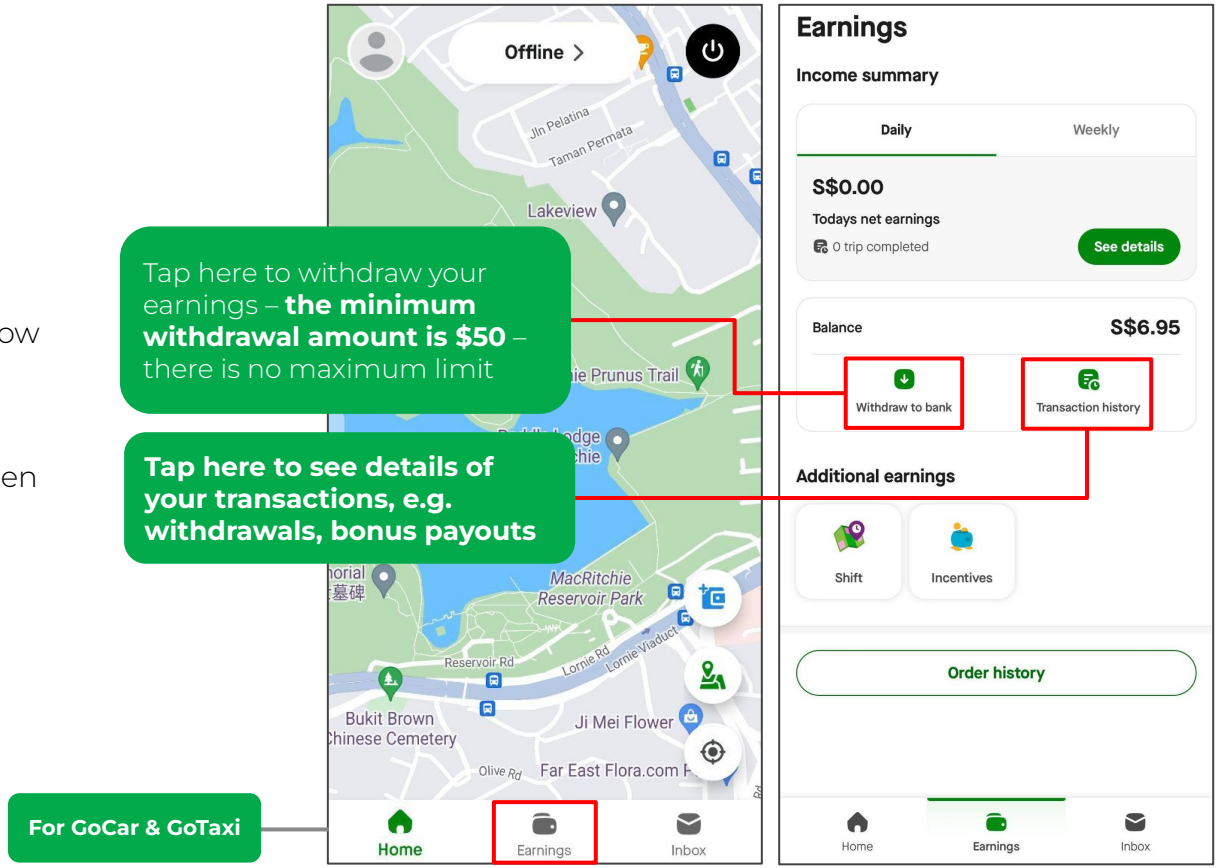


App menu

Earnings Wallet

Want to check the amount in your Earnings Wallet? Here's how you can do it:

Tap the **earnings** icon on the bottom of the home screen, then select **Withdraw to bank**.



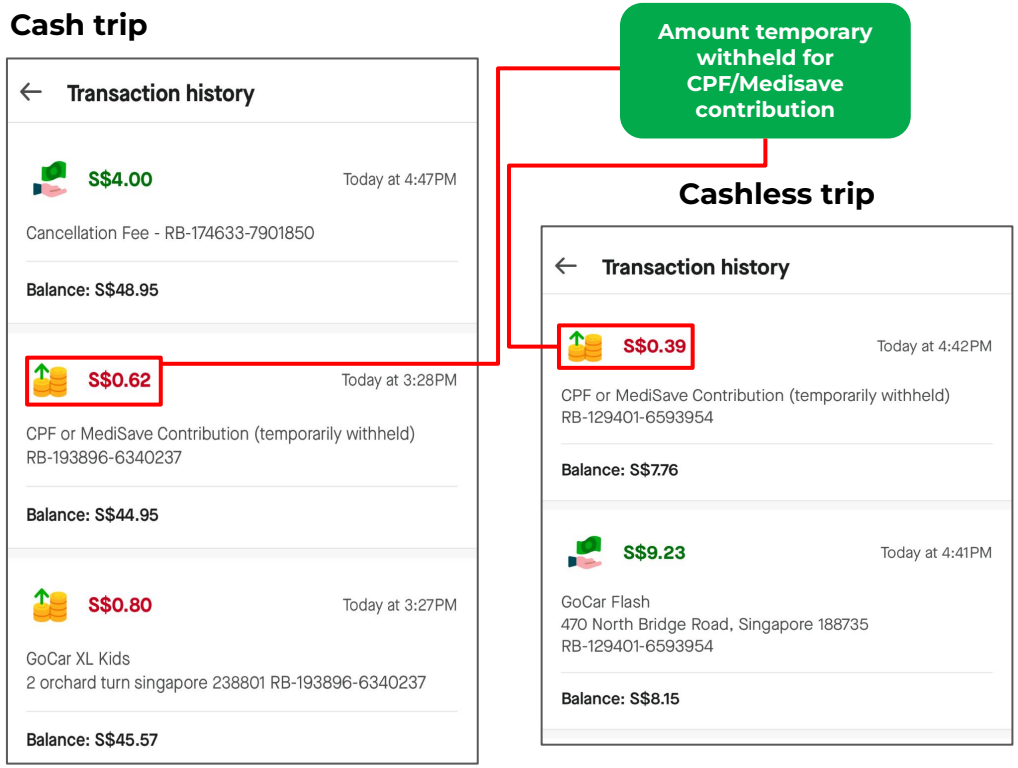
CPF/Medisave contribution

Medisave - **Mandatory** for **ALL** driver-partners
CPF contribution - **Mandatory** for driver-partners who are born **on or after 1 Jan, 1995**

On every trip or transaction (e.g. incentives or tips), the maximum CPF contribution rate for the driver-partner's age group will be **temporarily withheld**.

Any excess amount will then be refunded to driver-partners' wallet by the **14th of every month**.

If a driver-partner does not opt in, it will be **mandatory** for him/her to make **CPF MediSave contributions**, but will not receive the platform operator's share of CPF contributions.



Refer to gjk.sg/cpf for more information on CPF contributions.

Transaction history

Here's how you can check the transactions on your Earnings Wallet:

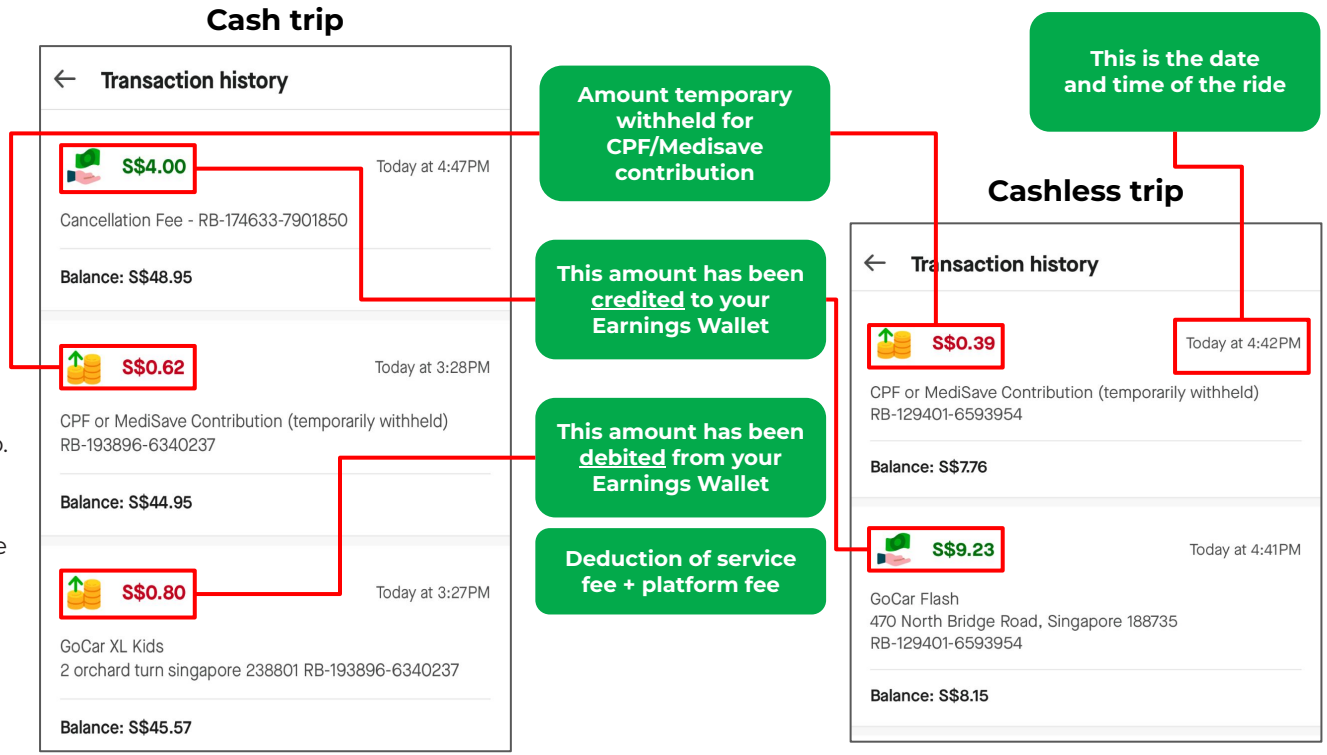
Red - **Debit transactions (-)**

Green - **Credit transactions (+)**

Your transactions will be marked as **GoCar** or **GoTaxi** depending on the trip.

Credit transactions include incentives and credit trips where service fees have already been deducted.

Debit transactions usually come from the service fees taken away from your cash trips.



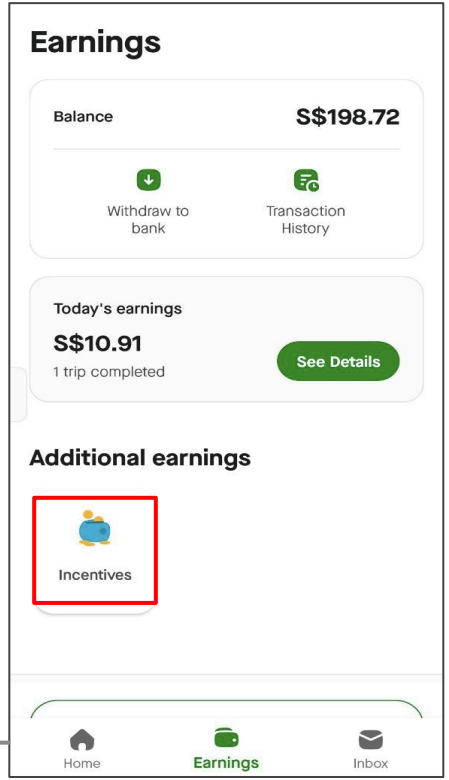
Incentives

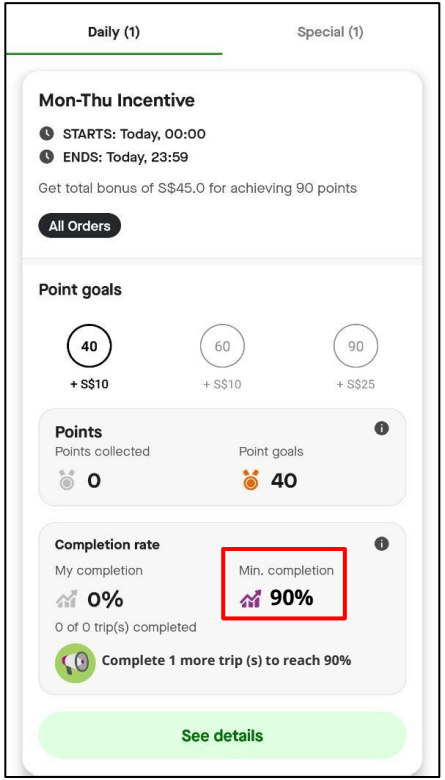
To find out the incentives for the day, tap on the **Earnings** icon and select **Incentives** from the menu.

To qualify, you must achieve a **90% completion rate** and **70% acceptance rate**.

These requirements are in place to improve the reliability of Gojek rides for customers. You still can enjoy **flexibility** in choosing trips based on your preference.

For GoCar & GoTaxi





Refer to gjk.sg/incentive for more information.

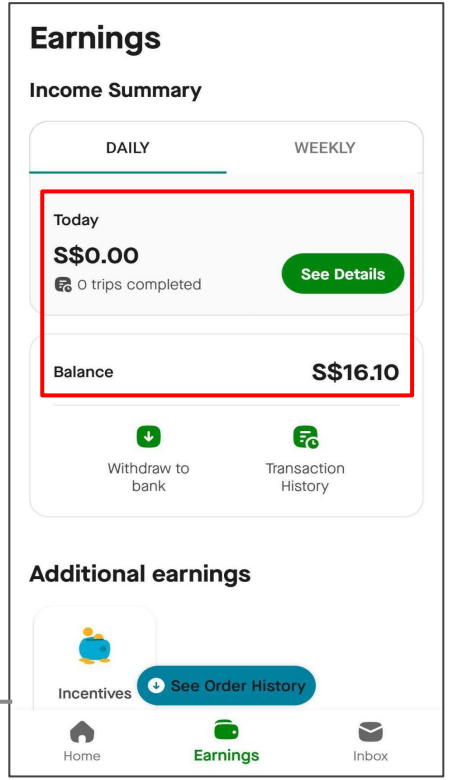
Earnings

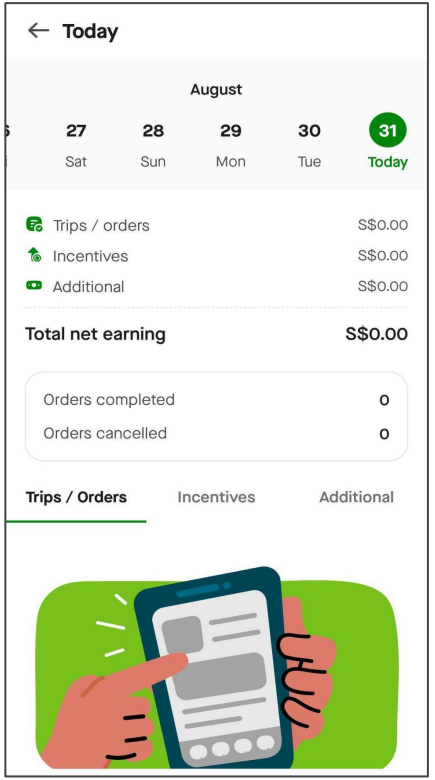
To check your earnings, tap the **Earnings** page at the bottom of the home screen, then select **See Details**.

Your earnings will reset at 1AM daily.



Click on the **calendar icon** to see up to **7 days of earnings summary**





For GoCar & GoTaxi

Order history

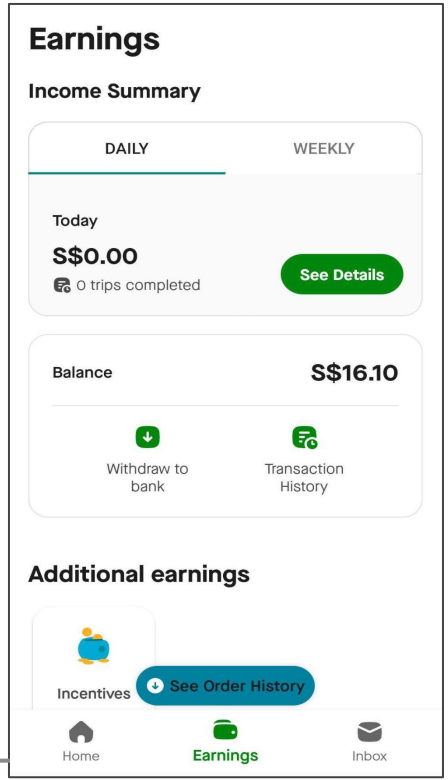
Here's how you can check the history of your completed / cancelled orders.

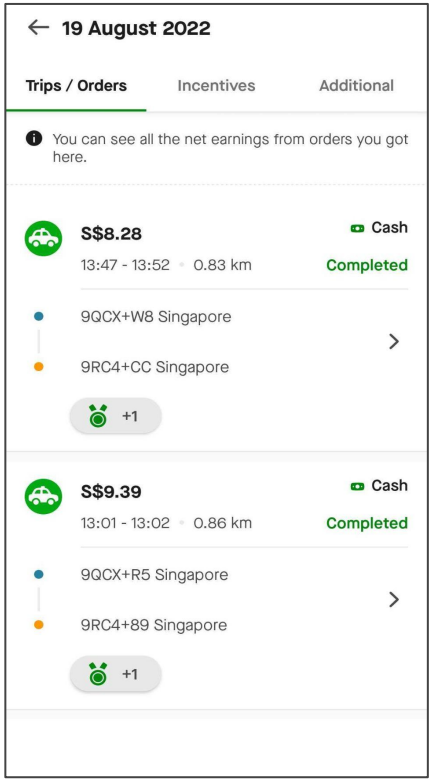
Tap the **Earnings** icon on the bottom of the home screen, then select **Order History**.

You can also take note of **order numbers** through this order history when emailing Gojek for trip-related support.

(Note: You can only see up to the last 30 days of your order history.)

For GoCar & Gotaxi





Ratings

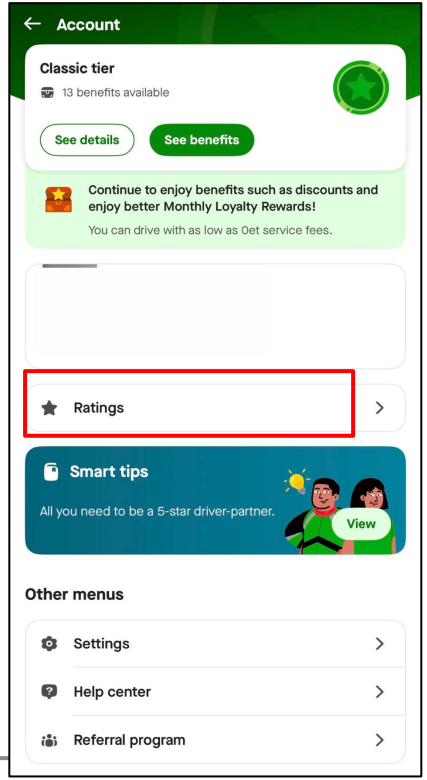
To check your ratings / feedback given by the customers, **tap your profile photo** on the top left of the home screen, then select **Ratings**.

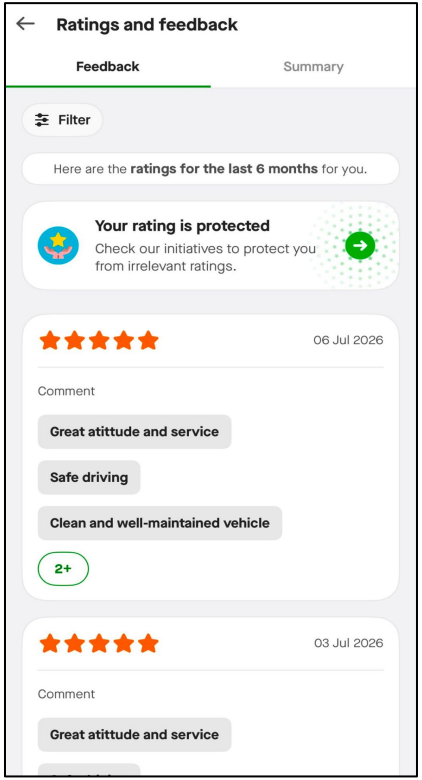
Your customers will rate their trips between 1 to 5 stars, with 5 being the best. This rating helps us maintain quality customer experience.

The ratings page shows your ratings and feedback from the past 6 months.

Note: Ratings / Feedbacks cannot be removed

For GoCar & Gotaxi





Need help?

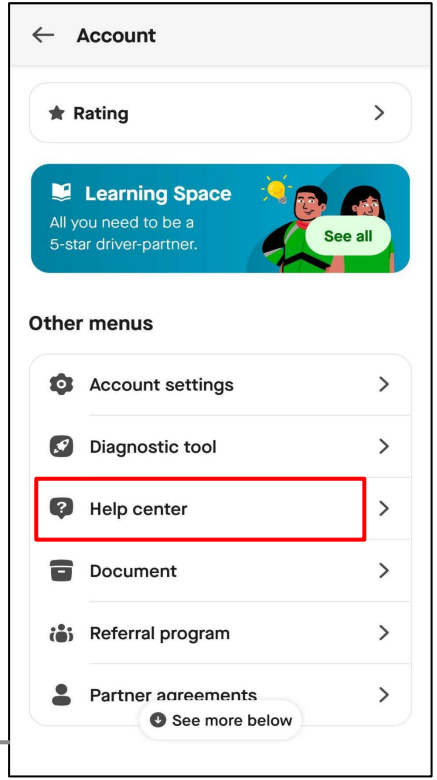
The **Help** option is the best way to find FAQs and get in touch with us.

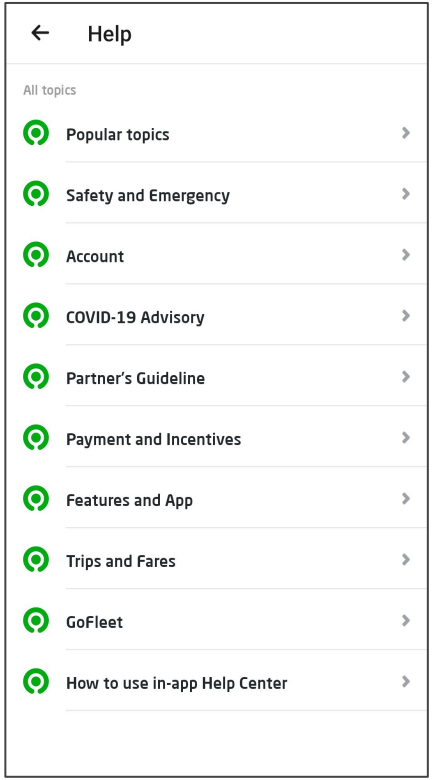
For more information, please refer to gjk.sg/selfhelp

You can also contact Gojek through our email.

Email: drivercare.sg@gojek.com

For GoCar & Gotaxi

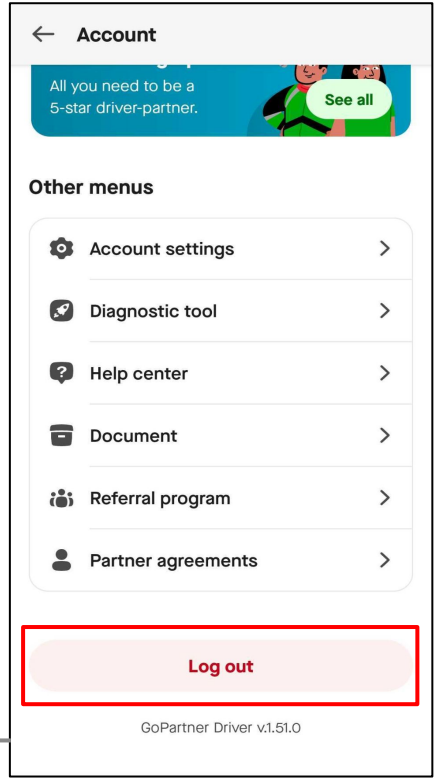




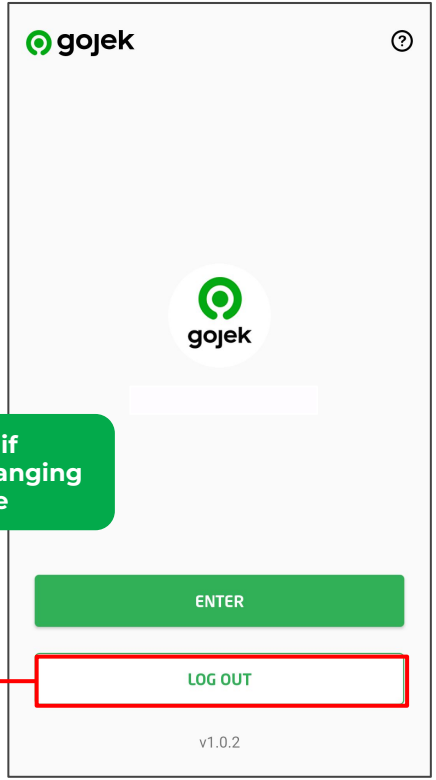
Sign out

Tap on **LOG OUT** to sign out of your account.

*(Note: To fully sign out of your account, select **LOG OUT** on the sign out page.)*



For GoCar & Gotaxi

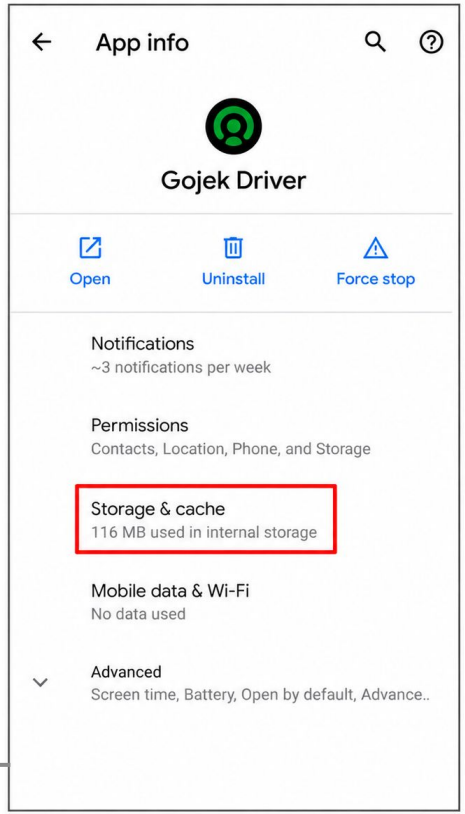


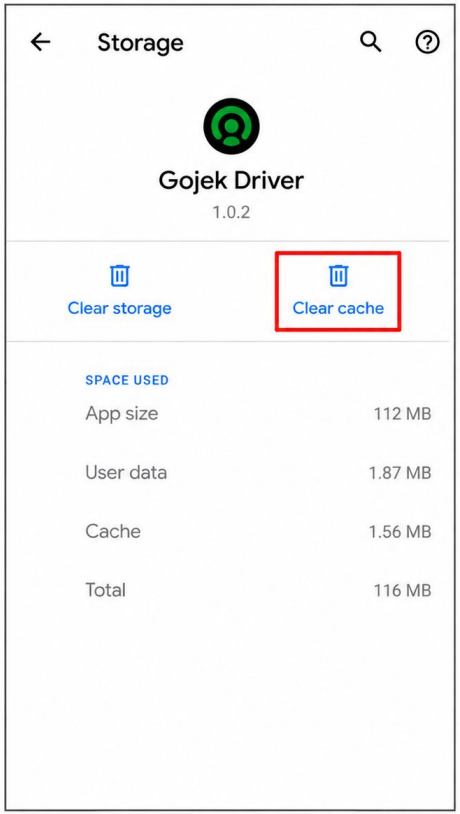
Select this if you are changing your device

Basic troubleshooting (For Android user)

1. **Log out** of your Gojek Driver app
2. On your phone, go to **Settings**
3. Tap on **Apps**
4. Tap on the **Gojek Driver** app
5. Tap on **Storage**
6. Tap on **Clear cache**
7. Tap on **Playstore**
8. Search for **Gojek Driver**
9. **Uninstall and reinstall**
10. **Restart** your phone
11. **Log in** to the Gojek Driver app again

For GoCar and Gotaxi



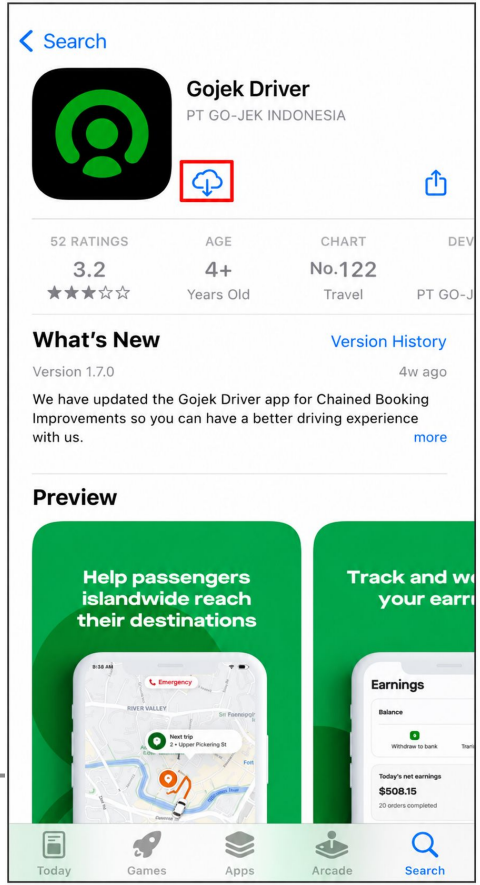


Basic troubleshooting (For iOS user)

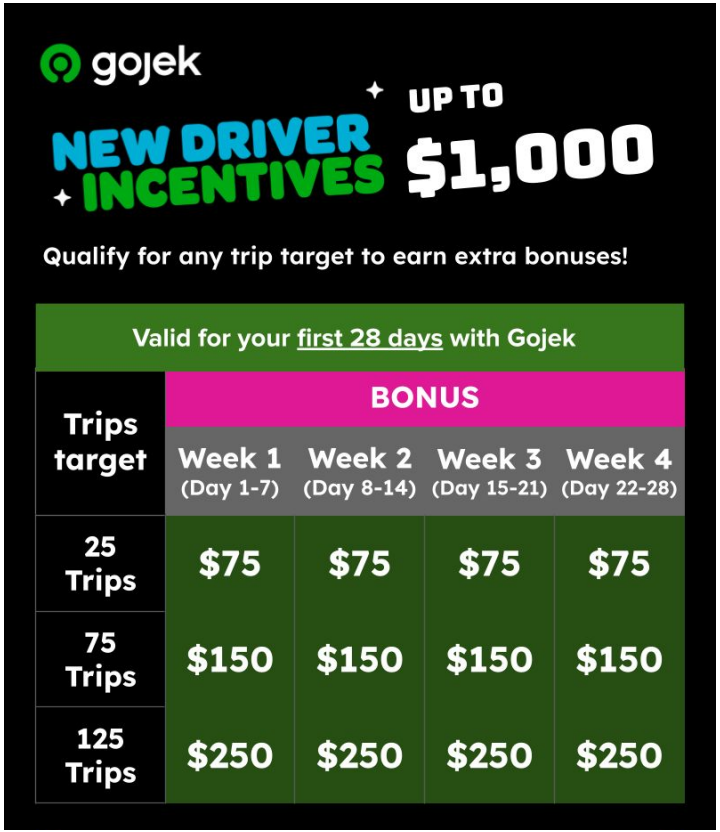
1. **Uninstall** your Gojek Driver app
2. On your phone, go to **App Store**
3. Search for **Gojek Driver**
4. Tap on the **Cloud logo** to install the app
5. **Log in** to the Gojek Driver app again

Note: GoTaxi is not available on iOS.

For GoCar



New Driver Incentives



Earn incentives from just 25 trips weekly!

💰 From Nov 2025, new drivers enjoy **BONUS incentives of up to $1,000** over their first 28 days after onboarding!

Quick Start Bonus: Earn **$3 extra/trip** with just 25 trips weekly (Total: $75)

Complete **75 trips** in a week: **$150**

Complete **125 trips** in a week: **$250**

Hit the **125 trips** for all 4 weeks to get the full **$1,000!**

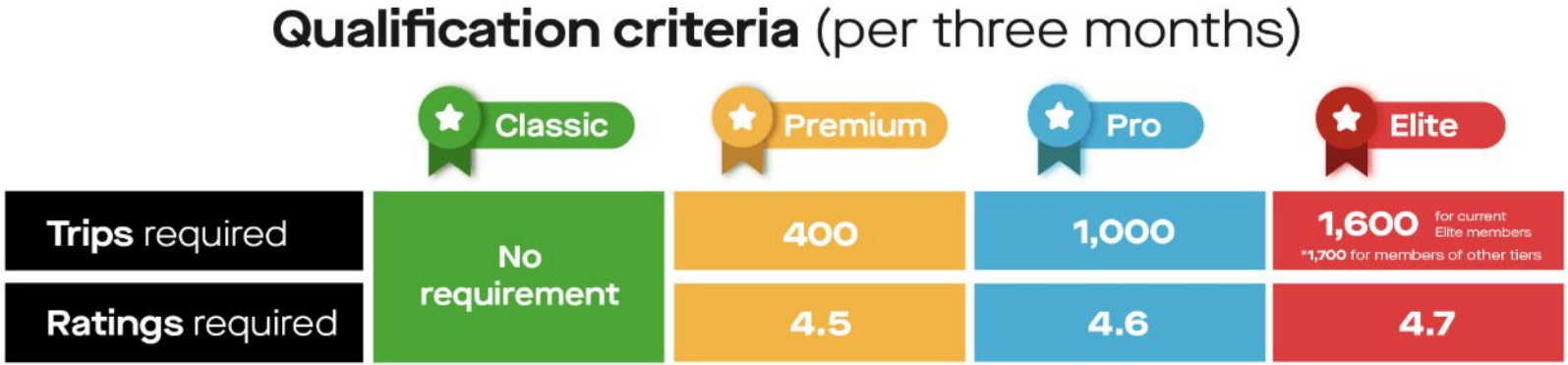
Maintain 70% acceptance rate and 90% completion rate to qualify.

🔥**Pro-tips for new drivers**

- New driver incentives are stackable with daily incentives, Monthly Loyalty Rewards and other bonus incentives!
- Hit **150 trips weekly** to easily **upgrade to Pro tier in your third month** and enjoy service fee rebates! Learn more: gjk.sg/ndi

GoalBetter tier qualification/ requalification

GoalBetter tier qualification/requalification



Tier qualification

- All drivers qualify for the GoalBetter program and are segmented into four tiers: Classic, Premium, Pro, and Elite.
- These tiers are determined by drivers' total trips and average ratings in a 3-month period.
- Driver-partners will need to meet the following requirements above tier qualification.

**Subject to change at Gojek's discretion.*

Fuel benefits with GoalBetter

Up to 32% immediate fuel discounts with the Gojek Esso Fuel Card



All Gojek driver-partners can enjoy **upfront** Esso discounts of up to **32%*** with monthly Esso fuel eVouchers (worth **$60**), when you drive with Gojek.

22% upfront with Esso fuel card + up to 10% with eVouchers.

New drivers will be mailed a physical **Gojek Esso Fuel Card** (on the left) within 2-3 weeks of onboarding with Gojek. *Be sure to check that there's the "GOJEK" name on the bottom left.*

Note: Newly onboarded driver-partners after the 15th of the month may only receive the eVouchers in the following month.

If you have not received your Gojek Esso Fuel Card within 2-3 weeks, please contact Abecha at custcare_bc@abecha.com.

Learn more: gjk.sg/fuel



Use $60 monthly eVouchers for more savings

All active Gojek Esso Fuel Card users will receive **$60 in Esso eVouchers (10 x $3 and 5 x $6)** at the start of every month, so you can save up to 10% on fuel!

There is no limit to the number of eVouchers that can be redeemed in a single transaction, as long as they are of the same denomination and meet the minimum spend requirement for each voucher.

- If you have registered your card on the Esso App, your eVouchers will appear as QR codes in the 'Rewards' tab of the Esso App on the 1st working day of each month from 12PM.
- Otherwise, look out for your eVouchers redemption link via SMS within the first week of the month.

If you still have not received your monthly eVouchers, please contact Abecha at custcare_bc@abecha.com.

Learn more: gjk.sg/fuel

Things to note

Must-know policies

1. Edit Destination

If your customer needs to change the drop-off point, please advise them to use the **Edit Destination** button while in the middle of a trip. Not to worry – your fare will be updated based on distance!

2. Child car seat

If your customer has a child below 1.35M but you do not have a car seat, please cancel the order and select **I do not have a car seat for children**. If you do have a car seat, feel free to accept the ride!

3. Lost and found

To report a found item: **Help centre** > **Orders** > **My customer left an item behind**. We encourage you to return the item directly to the customer as soon as you can. Alternatively, you may return the item to GoHub.

4. Cleaning fee

If a customer has made a significant mess in your vehicle, we'll do our best to help you. Send photos of the mess and along with a cleaning receipt via in-app help and we'll cover up to $120 of your cleaning costs.

5. Collecting cash

Always remember to check your customer's payment method in order to make sure you get your earnings. Look out for the "Cash collected" field under payment details for a reminder to collect cash. Cashless trips will show $0.00 under "Cash collected").

Safety first

1. Protect customers' personal data in compliance with the PDPA's and LTA's rules

In compliance with PDPA's and LTA's rules, please refrain from retaining, using, or sharing (including on social media) personal data of customers for any other purposes but picking them up or dropping them off.

For more information, visit gjk.sg/guidelines

2. Making pre-arranged trips

Trips should not be arranged between customers and partners. This is considered fraud and may result in you losing access to the Gojek platform.

3. Sharing your account

Each Gojek partner must have their own account. You are not allowed to share your account with others. This is considered fraud and may result in you losing access to the Gojek platform.

4. Self-booking

Booking your own trips with a customer account is considered fraud and may result in you losing access to the Gojek platform.

5. Fraud

Any fraudulent activities/misuse of the Gojek app may result in account deactivation. Note that Gojek may also withhold the balance in your Earnings Wallet if the transactions are believed to be fraudulent.

6. Sexual misconduct

Gojek does not tolerate sexual misconduct and will cooperate with relevant authorities if you are proven to have conducted any sexual misconduct.

Useful information



Gojek community guidelines : gjk.sg/guidelines

Hotspots: gjk.sg/hotspots

Incentives: gjk.sg/incentive

Telegram: gjk.sg/joinchannel

Facebook: gjk.sg/dpfb

TikTok: gjk.sg/dptiktok

Everything else you need to know: gjk.sg/info

Official Gojek website
www.gojek.com/sg

Write to us
drivercare.sg@gojek.com

Find us in person for onboarding or support enquiries
Walk in to our GoHub (waiting times may vary)
GoHub
28 Sin Ming Lane #01-136 Midview City S(573957)
Mon - Fri: 10 AM – 12PM / 1PM - 6PM
Weekends & Public Holidays: Closed